



User Manual

HioPOS plus New Hardware Version

Document 1.0

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Introduction

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Congratulations on the selection of the HioPOS *plus*, the all in one Point of Sale, self installable and easy to use solution for your business.

Your opinion is important to us. If you have any suggestions feel free to contact us.

Thank you for choosing HioPOS *plus*:

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Ch 1: Initial Setup

1.1 Welcome

Starting screen



Select an option to start the initial setup.

Note: Some of the following options may not show.

- Start a new installation: This selection is for a new user. It will create a database from scratch.
- Connect to an existing database: This option will start the setup with an existing database from the machine. (Not applicable)
- Connect to other terminals: When configuring multiple terminals, this will retrieve the database (Client, items, ticket information, taxes, etc.) from the master HioPOS *plus*. With this option there is no need to go through the entire initial setup. Please refer to the multi terminal connection manual for more information at page 142
- Restore previous backup: This function will enable you to restore your backed up data from a USB flash drive.

1.2 Select your Business Type

General business type's selection



Select the type of business that best fits your establishment.

Once you finish the initial setup, you cannot change the business type.

Remember that on every step of the wizard, you can select the help button to answer any question you may have.

1.3 State, Date and Time

State, date and time selection



Select your state/region, and set your date and time.

When finished, select **Continue** to move on to the next step.

1.4 Taxes Edition

Edit the corresponding state tax



Your state taxes will already be proposed as well as a No Tax option.

To modify your state tax, select the percentage box and adjust the percentage on the popup numeric pad.

To add a new tax, simply select **Add Tax** and enter the new tax.

When finished, select **Continue** to move on to the next step.

HioPOS

Previous Cancel

Continue

Tax are included in the price?

Yes. The taxes are included in the price

No. The taxes are not included in the price.

For delivery have a special tax?

Yes

No

- HioPOS will ask you if your items have the tax included in the price or not. Select the choice that suits your needs.
- It will also ask you if you have a special tax for delivery. Select either Yes or No.

This option will add a "Take out" button to the Payment Screen that will add a "Take out" message to the customer's ticket

Also you can add a different tax rate to a Take Out item by going to items configuration.

Further explanation is in the configuration section of this manual at page 120

Note: Depending on the business type you choose, this option may not appear.

When finished, select **Continue** to move on to the next step.



HioPOS will ask you if you want to add a tip to every ticket. This will not be a suggested tip; however it can be deleted or adjusted at the Payment Screen.

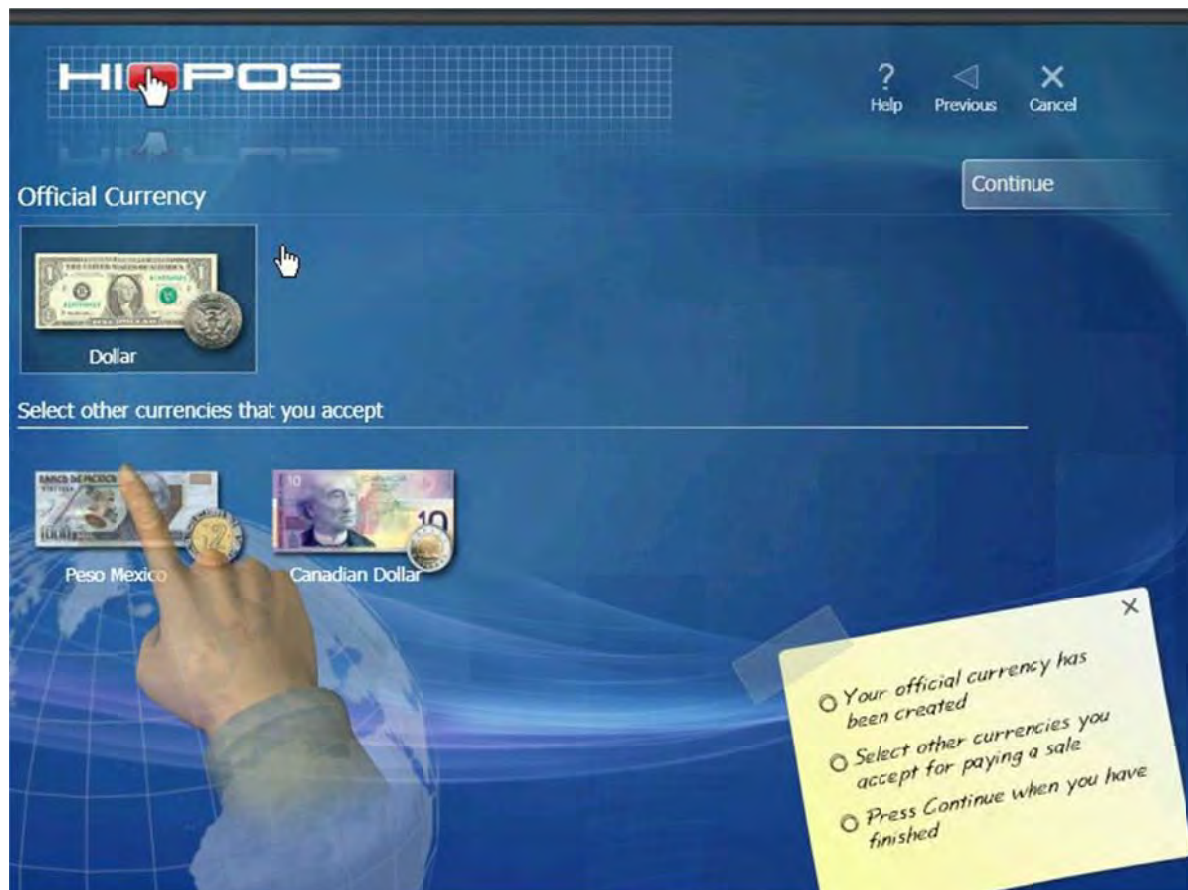
Just select the best choice for your application.

Note: Depending on the business type you chose, this option may not appear.

When finished, select **Continue** to move on to the next step.

1.5 Currencies

Currencies that will be accepted



Select the currencies your business will accept. If you select a different currency other than the dollar (US\$), HioPOS will ask you for the exchange rate.

Note: You are responsible to keep the exchange rates for the different currencies up to date in your HioPOS plus.

When finished, select **Continue** to move on to the next step.

1.6 Devices

External devices that will be connected



HioPOS will have preconfigured the most common devices.

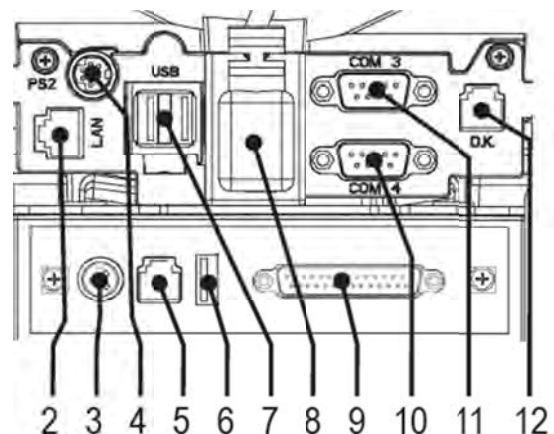
To add an external device such as kitchen printers, barcode scanner, etc. select **New Device** then you will be able to configure the new device. (Select the communication port, IP address, etc.) Please refer to page 83 for more information.

It is recommended to add your new peripheral accessory devices after you have finished the initial setup.

If in your application, you are using a cash drawer, please connect it to port 12 underneath your HioPOS. Please refer to the diagram

When finished, select **Continue** to move on to the next step.

WARNING:
DO NOT MODIFY ANY OF THE FOUR DEVICES
THAT ARE PRECONFIGURED IN YOUR HIOPOS
PLUS.



1.7 Company Data Enter

Enter your company's information

Company data Enter

Company Federal Tax ID Telephone

D/B/A E-mail

Address

ZipCode City

State / Province

Select Logo

Edit header lines Edit footer lines Modify subtotal footer

Print Type 1 Type 2 Type 3

4/23/2010 14:22
Seller: 1
Qty Description Amount
1 Item 1 Tax Base \$ 0.00
Florida Sales Tax \$ 0.06
Number of items: 1
TOTAL TO PAY \$ 1.06
Payment Mean Amount \$ 1.06

Here you can enter your company information. You are not required to fill in all fields. The information entered will show on the ticket/receipt.

You can upload your logo into the HioPOS *plus*. See page 80

You can add headers and footers to your ticket and footers to the subtotal ticket.

You can select from three different ticket designs.

When finished, select **Continue** to move on to the next step.

1.8 Payment Means

Choose the payment methods that you will accept



Select the types of payment that you will accept in your business.

HioPOS *plus* by default will have preselected Cash and Credit Card.

Do not setup Debit Card if your HioPOS reseller did not provide you with a Pinpad for Pin-Debit transactions.

Do not setup EBT Card and EBT FoodStamp if your HioPOS reseller did not provide you with a Pinpad for EBT transactions.

You can accept checks as form of payment but currently your HioPOS terminal do not process checks electronically.

Choose Credit if your reseller set up with a backup POS terminal to process credit cards when the internet is down. With this payment means you will track the credit card transactions done on the backup terminal in the HioPOS.

When finished, select **Continue** to move on to the next step.

1.9 Users Enter

Enter the users or servers that will use the HioPOS plus



You can add or edit users.

By default an Administrator user is already setup. The administrator cannot be erased nor change the permissions.

Recommendation: This user should be the owner's profile and it should have a Passcode. This profile has all the permissions and cannot be uncheck

You can assign a numeric Passcode to each user to log in from the "Sellers screen" to the "Sales screen" to protect each user's "Sales screen"

You can edit by checking or un-checking the permissions for each user.

You can activate the time clock control for users by checking the box in the upper right

The tab **Time Sheet Passcode** will show. Select it to assign another numeric passcode for each user.



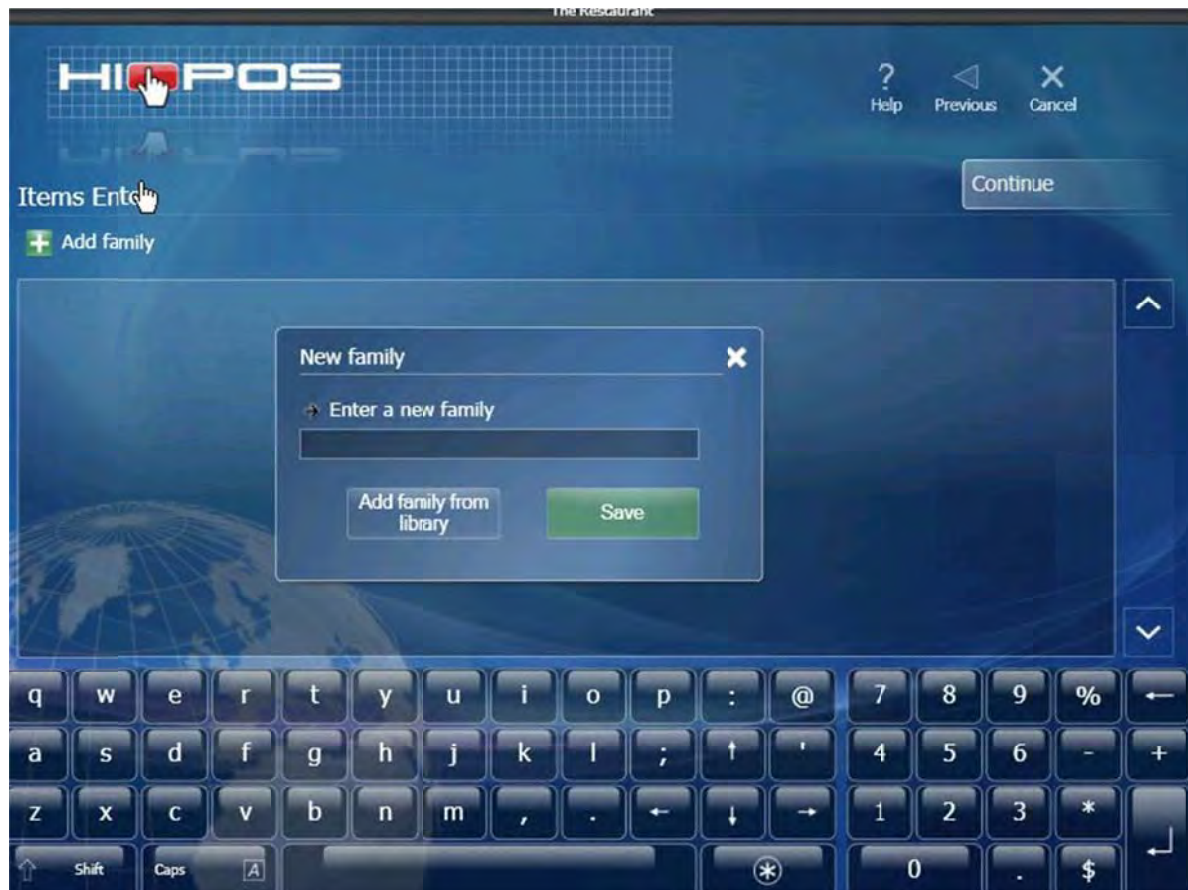
On the right side windows you can select each of the users to assign their Time Sheet Passcode.

WARNING:
YOU MUST ASSIGN A DIFFERENT PASSCODE FOR ALL USERS.

The time sheet Passcode is only for the user to clock in and out. Not to be confuse with the user Passcode to log in the sales screen.

1.10 Items Enter

Create the families and items



You can take advantage of the built in families and items database.

Start by creating a family either from the library or by typing your own family. Family refers to a heading for multiple items that are alike.

For example: Family → Soda:
Items: Coca-Cola, Pepsi, Sprite, etc.

Once selected or saved the wizard will go to the next step.

1.10.1 Select a family

Select the family of items to be added



You can select from the library a predetermined family.

Select **Continue** for next step.

1.10.2 Select the items to add

Select the items that will be in the family previously selected



Once you choose the family, select which items will be available at your store.

Remember to scroll down with the arrows on the right side of the screen to see more items

Once finish select **add to family...** to continue.

The screenshot shows the 'Items Enter' screen in the HioPOS software. At the top, there's a 'Continue' button and navigation icons for Help, Previous, and Cancel. Below the title bar, there are buttons for 'Add family', 'Add item', 'Library', and 'Filter'. The main area is a table with the following columns: Item Name, Price, Tax, and Optional. The table lists various beverages with their prices set to \$0.00. A virtual keyboard is overlaid at the bottom of the screen.

Item Name	Price	Tax	Optional
Coca Cola	0.00		Optional
Pepsi Cola	\$ 0.00		
Coca Cola Light	\$ 0.00		
Pepsi One	\$ 0.00		
Coca Cola Zero	\$ 0.00		
Pepsi Diet	\$ 0.00		
Sprite	\$ 0.00		
Aquafina	\$ 0.00		
Caffeine Free Diet MtDew	\$ 0.00		
Dasani	\$ 0.00		

You have to enter a price for each of the items, add the tax associated with the item, add a barcode for barcode scanning (when applicable) and check the box if the item is accepted as EBT payment (To use EBT as a form of payment you need to contact your merchant service provider agent).

Check if the item would be a modifier. Modifier are explained at page 33

Modifiers can have price and taxes or can have a \$0 price.

Modifier will only print if kitchen printing is activated.

Select **Add family** for another family of items. Repeat the steps from page 18 until your items are introduced in the HioPOS *plus*.

Select **Continue** for next step.

1.10.3 Item screen configuration

Configure how the items will show in the Sales Screen



You can edit the organization of the families and items by selecting **Sort Items** from the Item Screen Configuration.

You can assign different colors for families and items by selecting **Assign colors** see page 126.

You can assign pictures to items by selecting **Assign images** see page 126

Select **Continue** for next step.



You are ready to start using the HioPOS *plus*.

Follow the instructions to start the training mode.

All the transactions and configurations done in training mode will be discarded.

Enjoy using your HioPOS *plus*.

Select **Enter the program** for next step

You can always edit the initial setup configuration by returning to the configuration menu see **page 78**

Before the training mode begins the software will remind you that that once you feel comfortable with the machine, you must exit the training mode.

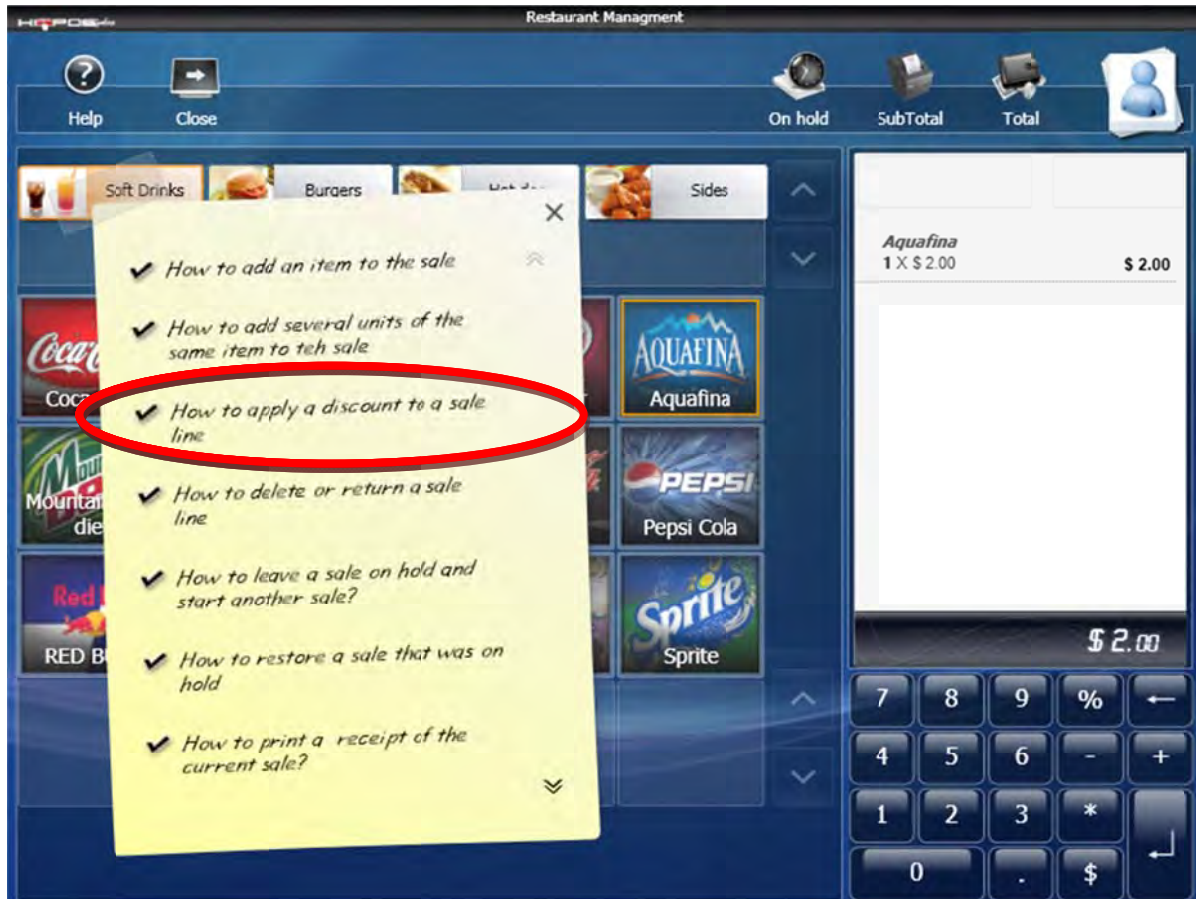
You will also have a help button available on every screen.



Ch 2: Using your HioPOS *plus*

2.1 How to use the Help button

Your HioPOS plus has a built in interactive help



This help button is in the format of sticky note.

The list of questions that you can choose from changes depending on which screen you are.

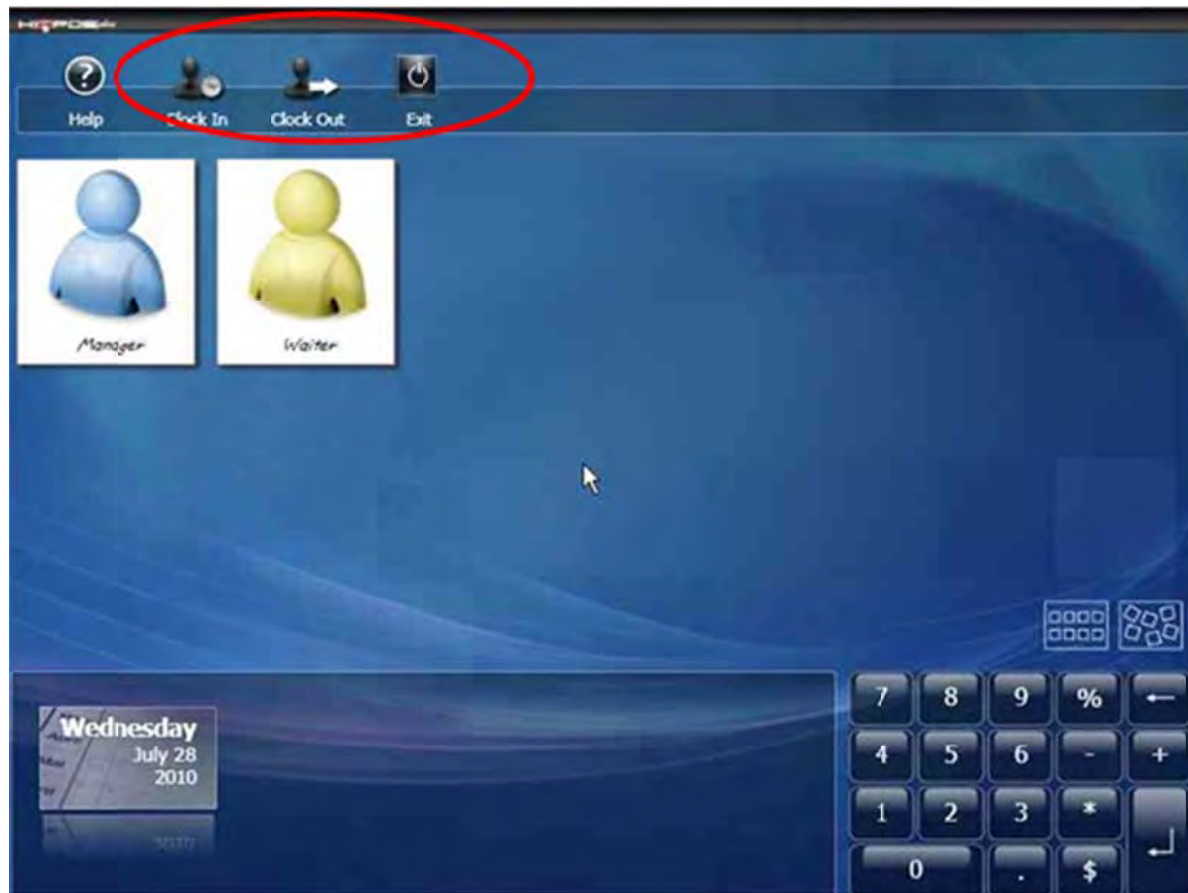
For Example to view question about how to apply a discount to an item, you must be in the sales screen and select the help button.



After selecting the question an animated hand with a small note will show you how to achieve the task requested step by step.

2.2 Sellers Screen

Screen where the users can clock in, clock out and log in to the "Sales Screen"



From here each user can get to the sales screen by selecting his or her card

If you are using the time clock control users must follow the following steps:

- Select **Clock In** and the numeric Passcode to clock in or scan your finger on the biometric reader.
- Select **Clock Out** and the numeric Passcode to clock out or put your finger on the biometric reader.

Turn off the machine: select **Exit** then select shut down from the pop up window.

2.3 Sales Screen

Screen where each user can start ringing up a sale

1. Top Menu.

Close: Goes back to the Sellers screen

Configuration: Goes to the configuration screen. For further information please refer to the configuration chapter at page 78

Consult: Gives you access to view previews: Sales, purchases, Z Cashcount, accumulated Z, cash in and cash out. See page 45

Purchase: Goes to the purchase screen. See page 60

POS: This is for making POS functions: Cash In, Cash Out, Z Cash Count, X Cash Count and Open Cash Drawer. See page 49

Statistic: Goes to the Statistics screen. See page 64

2. Item's Family's: Shows the families of items. If there are many families you can scroll up or down by using the arrows on the right side.

3. Items: Shows the items from the selected family. If there are many items you can scroll up or down by using the arrows on the lower right side.

4. Sales Ticket: Lists the items that are selected. You can tap on the item on the ticket to enable options for that item. See page 30

5. Numeric key pad.

6. Course order for the kitchen printer and/or display: This menu appears only when the kitchen printing is enabled. It will give an assigned order to the items in the ticket for better organization in the kitchen.



Once you start a sale the top menu changes to different options.

Sales options:

On hold: to put a sale on hold for tables or bar tabs.

Sub Total: to give a subtotal (check) to the customer.

Total: To finalize a sale and go to the Payments screen. See page 34

2.3.1 Line Options

Options to modify a single item on the sales ticket



Select the Item to be modified from the ticket:

- Apply discount on a single item.
- Make a single item as a complimentary.
- Change a price on a single item.
- Change the number of units in a single item.
- Delete a single item.
- Void/Return a single item.
- Change the Course order of the item.

2.3.2 Ticket Options

Options to modify the whole sales ticket



Select the black bar under the sales ticket:

- Apply a percentage discount on the whole ticket.
- Delete the whole ticket.
- Split a single ticket into two or more tickets. This option can also be achieved after selecting "Total"

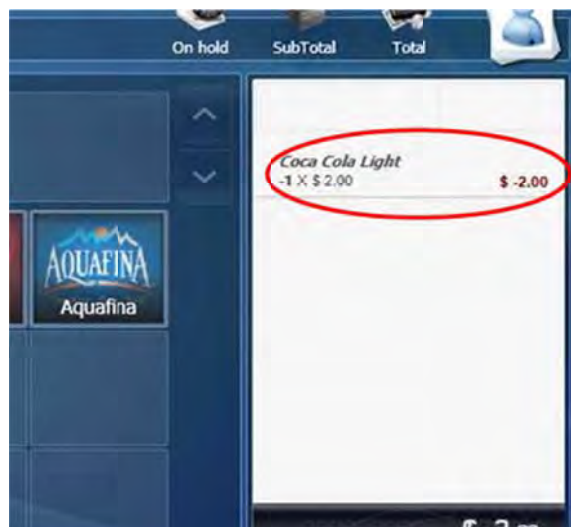
2.3.3 Performing a negative sale for a return or to pay customer

Performing a return item in the HioPOS plus



On the "Sales Screen", select from the numeric key pad "-" sign

Then select the item to be return.



The sales ticket will show a negative amount for the item that is being return.

Select **Total** to proceed to the Payments screen and return the money.

2.3.4 Food Modifiers

Item modifier will alter the conditions of an item



Add modifiers to give a special description to a specific item.

Modifiers will only print on the kitchen printer.

Modifiers can be created in the Item section of the configuration menu. Please see the Items configuration help section at page 123

2.3.5 Using the Valutec Gift Card Function

Select from the Sales Screen the “Gift Card” button on at the top menu.

The screenshot shows the HioPOS plus interface. At the top right, there is a 'Finish' button with a checkmark icon and a user profile icon. On the left, under the 'Gift' header, are five buttons: 'Reload', 'Refund', 'Activate', 'Deactivate', and 'Inquire'. The 'Reload' button is selected. In the center, under the 'Reload' header, is a form with three input fields: 'Card number', 'Expiration date (Month - Year)', and 'Amount'. A 'Send' button is at the bottom right of the form. At the bottom of the screen is a virtual keyboard with letters, numbers, and symbols.

WARNING: To be able to use the Gift Card program in the HioPOS plus your reseller must set you up with Valutec Gift Card Program.

Select the action that you want to perform with the Gift Card:

Reload: HioPOS will or reload the Gift Card with money. Please go to page 35

Refund: HioPOS will refund money to the Gift Card. Please go to page 36

Activate: HioPOS will activate the Gift Card. Select the “Activate” button, swipe the Gift Card and select “Send”

Deactivate: HioPOS will deactivate the Gift Card. Select the “Deactivate” button, swipe the Gift Card and select “Send”

Inquire: HioPOS will consult how much money is on the Gift Card. Select “Inquire” and swipe the Gift Card and select send.

HioPOS will give a print out receipt stating the balance of the Gift Card.

2.3.5.1 Reload Gift Card

Gift

Reload

Refund

Activate

Deactivate

Inquire

Reload

Card number
**** * 0014103

Expiration date (Month - Year)
43 - 76

Amount
10.00

Send

Select the "Reload" button, swipe the Gift Card and enter the amount to be reloaded into the gift card in the "Amount" field

Select "Send"

Help Close Gift Card Loyalty Card On hold SubTotal Total

Soft Drinks Breads Drinks

AQUAFINA Aquafina

Diet Mt Dew

RELOAD GIFT CARD
1 X \$ 10.00 \$ 10.00

\$ 10.00

Then, HioPOS will go to the sale screen to process the payment to reloading the Gift Card.

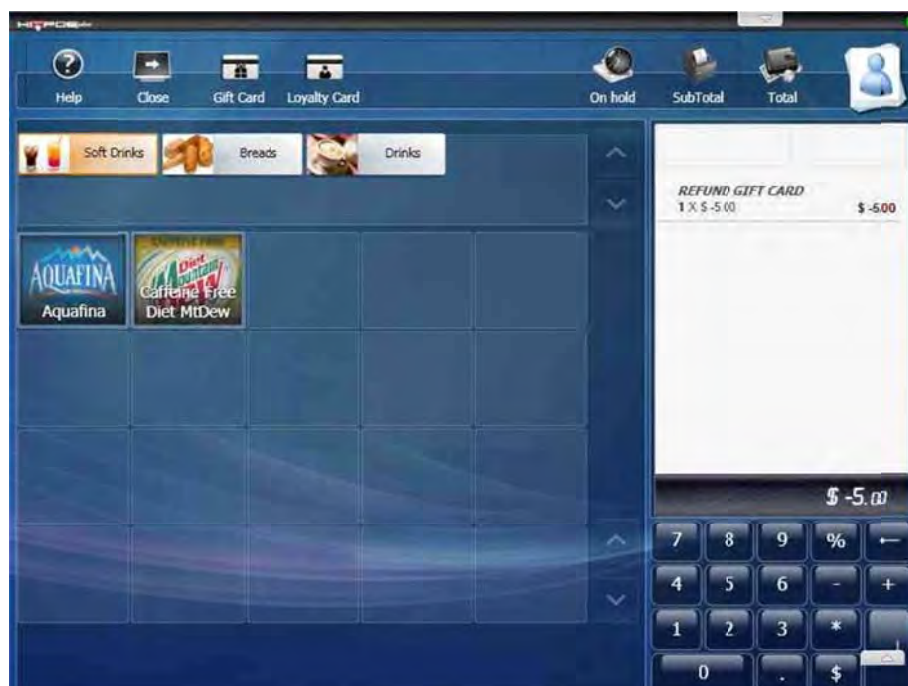
Follow the sales steps like any other sale.

2.3.5.2 Refund the Gift Card



Select the “Refund” button, swipe the Gift Card, enter the amount to be refunded into the Gift Card in the “Amount” field.

Select “Send”



Then, HioPOS will go to the sale screen to process the payment to refund the Gift Card.

Follow the sales steps like any other refund sale.

2.3.5.3 Using Gift Card as a payment mean



Note: To setup "Gift Card" as a payment mean go to Payment Means Configuration at page 108

After ringing up a sale and selecting "Total" from the sales screen.
Select Gift Card as the type of payment.



Then Swipe the Gift Card.

2.3.6 Using the Valutec Loyalty Card Function

WARNING: To be able to use the Gift Card program in the HioPOS plus your reseller must set you up with Valutec Loyalty Card Program.



Select the items that the customer will buy.

After ringing up all the items, select the "Loyalty Card" button.



Select the function that you want to perform with the Loyalty Card

Assign: HioPOS will assign the current sale to the Loyalty Card. Select the "Assign" button, swipe the Loyalty Card and select "Send"

HioPOS will proceed to the sales screen for the user to finish the sales transaction.

Redeem: To redeem an amount from the Loyalty Card. Select the "Redeem" button, swipe the Loyalty Card, enter the amount to be redeemed and select "Send"

Refund: To refund an amount back to the Loyalty Card. Select the "Refund" button, swipe the Loyalty Card, enter the amount to be refunded and select "Send"

Activate: To activate a Loyalty Card. Select the "Activate" button, swipe the Loyalty Card and select "Send"

Deactivate: To deactivate a Loyalty Card. Select the "Deactivate" button, swipe the Loyalty Card and select "Send"

Inquire: To view the amount balance in the Loyalty Card. Select the "Inquire" button, swipe the Loyalty Card and select "Send"

HioPOS will give a print out receipt stating the balance of the Loyalty Card.

2.4 Payments Screen

Screen where each user can finish a sale by collecting the payment

1. Sale options:
 - **Split the check.** See page 42
 - **Discount:** will be applied to the whole check in the HioPOS *plus* version. Here you can apply a discount reason to the check.
 - **Client:** Goes to the client data base screen. See page 41
 - **Open Cashdrawer**
 - **Continue Sale:** Returns the user back to the sales screen.
 - **Finish Sale:** Closes the ticket and prints the receipt.
2. Payment methods: You can select the type of payment for the transaction. Next to the amount there is a field where you can add the tip.
Also you can do a fast split with different types of payment. You can do so by selecting the field under amount and enter a specific amount with first payment mean. Then on the second do the same thing. Do as many splits as you want until the ticket is completely paid.
3. Sales receipt.

WARNING: AFTER SELECTING ANY TYPE OF PAYMENT MEAN THE USER MUST SELECT "FINISH SALE" TO FINALIZE THE SALE. ONCE A PAYMENT HAS BEING COLLECTED, DO NOT SELECT "CONTINUE SALE".

2.4.1 Client Screen

Use to enter client information for business with delivery.

The screenshot displays the HioPOS Client Screen interface. The top menu bar includes icons for Help, Split, Discount, Client, Open Cashdraw, Continue Sale, Finish Sale, and a user profile icon. The main form on the left contains fields for Client code, Telephone, Name, Address, ZipCode, City, State / Province, EMail, Profession, and a checkbox for 'Sale without taxes'. There are 'Without Client' and 'Ok' buttons at the bottom of the form. On the right, a receipt preview shows the address '4112 Aurora St., Coral Gables, FL 33146' and phone '(305) 555-5555'. The receipt date and time are '4/23/2010 15:05'. The item list includes '1 Coca Cola' for \$1.00, 'Tax Base' for \$1.00, and 'Florida Sales Tax' for \$0.06. The total is '\$ 1.06'. The payment method is 'Cash' for '\$ 1.06'. The receipt also includes the text 'The best food ever!'. A numeric keypad is visible at the bottom of the screen.

Qty	Description	Amount
1	Coca Cola	1.00
	Tax Base	\$ 1.00
	Florida Sales Tax	\$ 0.06
Number of items: 1		
TOTAL TO PAY		\$ 1.06
Payment Mean		Amount
Cash		\$ 1.06

It will only index the client's information through the client code when you want to retrieve the information of a recurrent client.

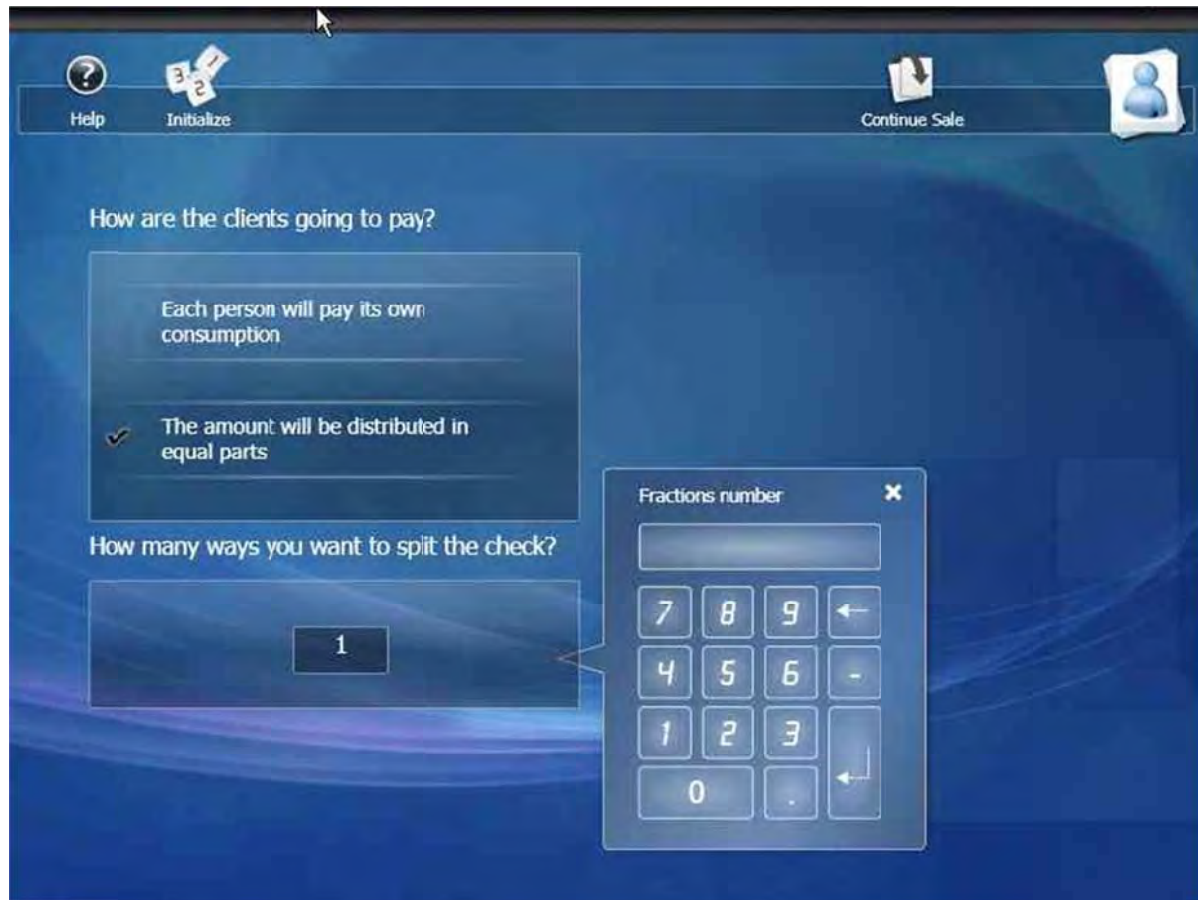
Enter the client code and select "Enter" from the numeric key pad.

This information will be shown on the customer ticket for the delivery driver.

Suggestion: use client's phone number in the client code field to look for client information for a pizzeria or any other restaurant type that does delivery.

2.4.2 Split check

Splitting a check to collect different payments from different parties



First: You can select split by items, whereas you are able to select which items will be on each check. Or you can select to split the check in equal amounts.

Second: you'll be asked how many ways you will need to split the check.

Then it will show the tickets in equal parts.

2.4.2.1 Example of an equal amount split check in two parts

The screenshot displays the HioPOS interface for a split check. The top bar contains icons for Help, Initialize, Continue Sale, and Total. The main area is divided into two panels, Fraction 1 / 2 and Fraction 2 / 2, both dated 23 Apr 2010. Each panel lists items with their quantities, descriptions, prices, and amounts. The total for each fraction is \$1.06. The interface also includes a bottom bar with a 'V' button.

Qty	Description	Price	Amount
0.5	Sirloin Steak Medium	\$ 1.00	\$ 0.50
0.5	Coca Cola	\$ 1.00	\$ 0.50
Discount			
Tax Base			\$ 1.00
Florida Sales Tax			\$ 0.06
TOTAL			\$ 1.06

Qty	Description	Price	Amount
0.5	Sirloin Steak Medium	\$ 1.00	\$ 0.50
0.5	Coca Cola	\$ 1.00	\$ 0.50
Discount			
Tax Base			\$ 1.00
Florida Sales Tax			\$ 0.06
TOTAL			\$ 1.06

Note: Remember that you can select an item by tapping the item in the ticket. These will pop up a small menu that allows you to send items from one ticket to another.

To finalize the sale you will have to select each ticket and select total. After finishing the payment HioPOS will go directly to the next ticket to be paid.

2.5 Configuration

HioPOS plus configuration options



Please refer to the Configuration Section of this manual at page 78

Company

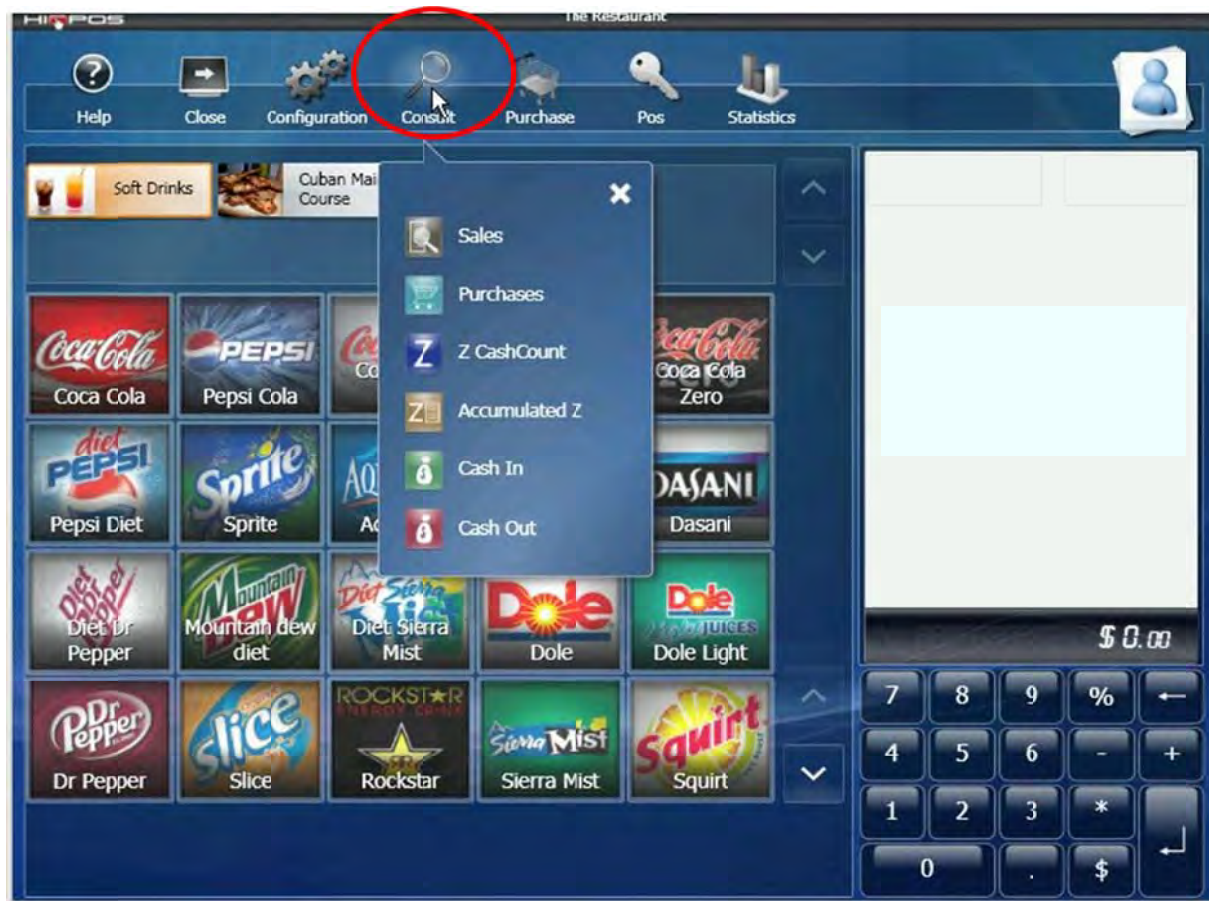
Regional Configuration

Item

Links

2.6 Consult

References from previews transactions

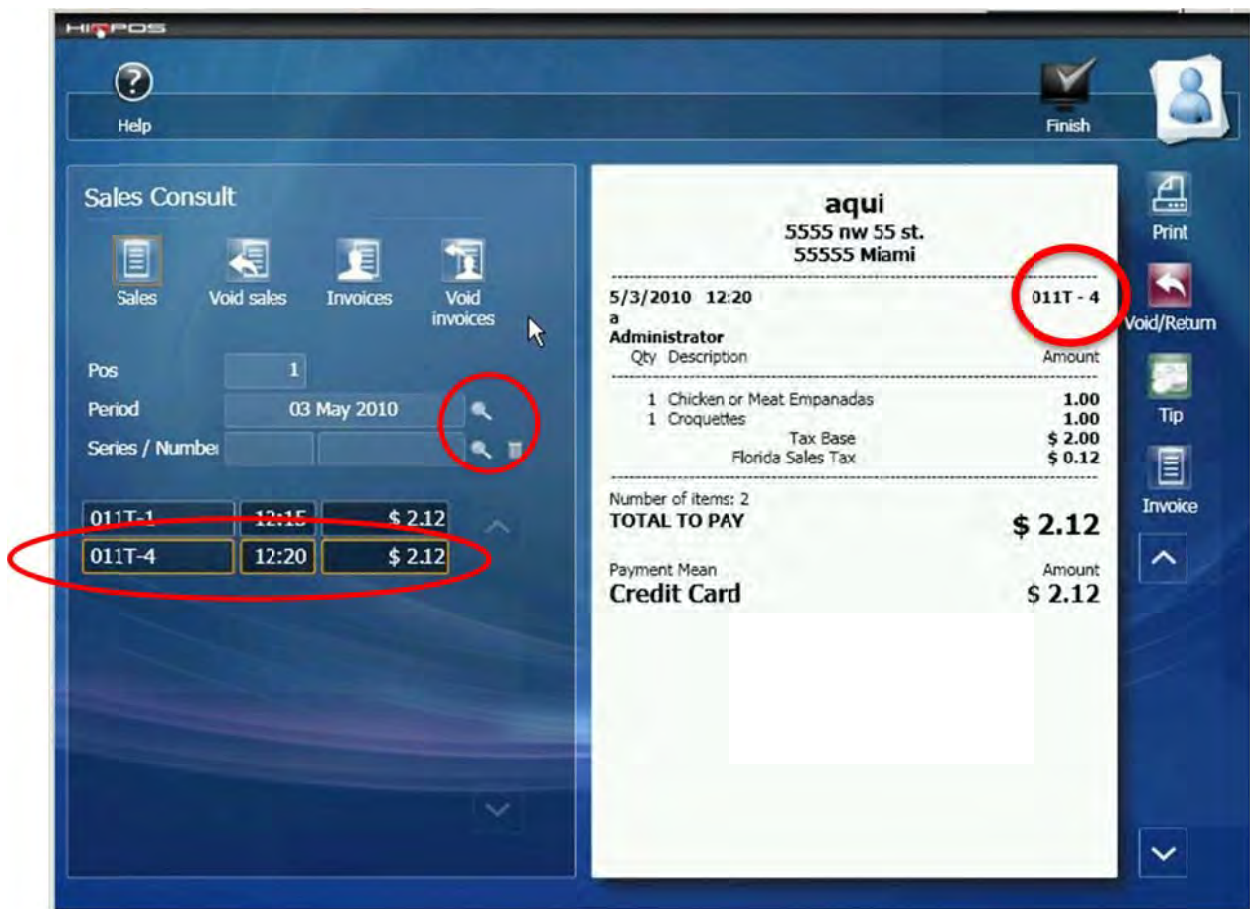


Provides access to consult previous data in the HioPOS:

- **Sales:** To consult sales, void sales, invoices and void invoices. After consulting a specific ticket you can: Reprint (print), Void/return, add Tip, or convert a sale into an invoice. Go to the next page.
- **Purchase:** To consult and reprint previous purchases.
- **Z Cashcount:** To consult and reprint previous Z Cashcounts (closings).
- **Accumulated Z:** To consult and print a sum of all Z Cashcounts.
- **Cash in:** To consult and reprint a previous Cash In.
- **Cash out:** To consult and reprint previous Cash out.

2.6.1 Consult Sales

To add tip, Void/ Return a transaction or transform a ticket to an Invoice after the transaction has been finished



Go to consult a sale

Select the ticket. You can recognize it by the series number on the right upper corner of the ticket.

Select **Tip** on the right side of the screen to add an additional tip. Go to next page

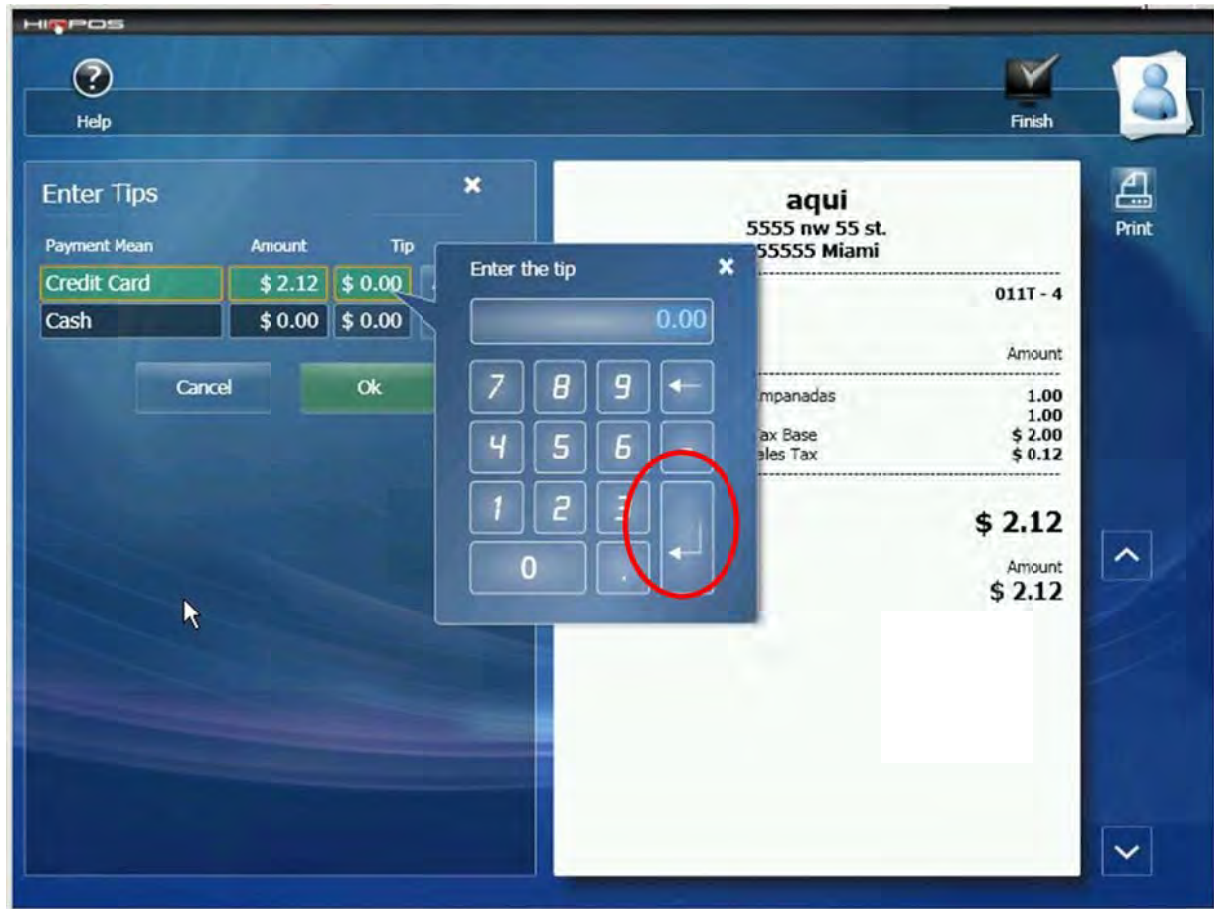
Select **Void/Return** to void or return a ticket. See page 48

Select **Invoice** to transform a ticket to an invoice.

By selecting the magnifying glass you can do a search for the ticket by date or by series/number

The difference between a "Sales" and an "Invoice" is that a Sales does not have a customer assign to it and an Invoice is a sales ticket with a customer assign to it. You can choose to see between "Sales" transactions, "Void Sales" transactions, "Invoices" transactions or "Void Invoices" transactions from the top menu on the left side of the screen.

2.6.1.1 Perform a tip adjustment



Select **Add tip**

A numeric keypad will popup

Enter the tip adjustment and press "Enter"

Then Select **Ok** to finish the transaction

WARNING:

TIP ADJUSTMENT MUST BE DONE BEFORE PERFORMING A Z CASHCOUNT.

IN THE CASE OF MULTIPLE HioPOS TERMINALS MAKE SURE ALL TIP ADJUSTMEN ON ALL TERMINALS MUST BE DONE BEFORE ANY Z CASHCOUNT ON ANY TERMINAL IS PERFORMED.

2.6.1.2 Void/Return a transaction

The screenshot shows the HioPOS interface. On the left, a 'Void/Return Sale' dialog box is open. It has a title bar with a question mark icon and a close button. Inside the dialog, there are three input fields: 'Payment Mean' with 'Credit Card' selected, 'Amount' with '\$ -2.12', and 'Tip' with '\$ 0.00'. Below these fields are two buttons: 'Cancel' and 'Void/Return'. A mouse cursor is pointing at the 'Void/Return' button. On the right, a receipt is displayed for 'aqui' at '5555 nw 55 st. 55555 Miami'. The receipt includes the date and time '5/3/2010 12:20', a transaction ID '011T-4', and a list of items: '1 Chicken or Meat Empanadas' for \$1.00 and '1 Croquettes' for \$1.00. It also shows 'Tax Base' for \$2.00 and 'Florida Sales Tax' for \$0.12. The 'TOTAL TO PAY' is \$2.12. At the bottom of the receipt, it shows 'Payment Mean' as 'Credit Card' and 'Amount' as '\$ 2.12'. The receipt is on a white background with a blue border. The HioPOS interface has a blue background with a 'Help' button in the top left, a 'Finish' button in the top right, and a 'Print' button on the right side of the receipt area.

Void/Return Sale

Payment Mean	Amount	Tip
Credit Card	\$ -2.12	\$ 0.00

Cancel Void/Return

aqui
5555 nw 55 st.
55555 Miami

5/3/2010 12:20 011T-4

Administrator

Qty	Description	Amount
1	Chicken or Meat Empanadas	1.00
1	Croquettes	1.00
	Tax Base	\$ 2.00
	Florida Sales Tax	\$ 0.12

Number of items: 2
TOTAL TO PAY \$ 2.12

Payment Mean	Amount
Credit Card	\$ 2.12

To void or return a transaction, select **Void/Return** to register the transaction in the HioPOS.

2.6.2 Consult Purchases

The screenshot displays the 'Restaurant Management' interface. On the left, the 'Purchase list' section includes filters for 'Period' (16 Jan 2011 - 16 Feb 2011) and 'Series / Number' (012C). Below these, three highlighted boxes show '012C - 1', '31 Jan 2011', and '15:20'. On the right, a receipt preview for 'The Burger' is shown, including the address '5555 NW 55 ST, 55555 Miami' and phone '(555) 555-5555'. The receipt lists items purchased on 1/31/2011 at 15:20 for order 012C - 1:

Qty	Description
20	Sierra Mist
20	Aquafina
20	Coca Cola
20	Coca Cola Light
20	Dr Pepper

The interface also features a top navigation bar with 'Help', 'Finish', and a user profile icon, and a right sidebar with a 'Print' button and navigation arrows.

You can consult previews purchases done in your HioPOS *plus* and reprint them.

You can narrow your search by selecting the magnifying glass and select a period.

2.6.3 Consult Z Cashcount

The screenshot displays the HioPOS plus Restaurant Management software interface. On the left, the 'Z Cashcount list' is shown with filters for 'Pos' (2) and 'Period' (16 Jan 2011 - 16 Feb 2011). Below the filters, a table lists cashcount entries:

Pos	Date	Time
1	04 Feb 2011	11:43
2	07 Feb 2011	17:27

The right side of the interface shows a detailed 'Pos Closing' report for 'The Burger' (Session 2, 07 Feb 2011, 17:27, Pos 2). The report includes a 'Summary (Dollar)' table and a 'Breakdown by payment mean (Dollar)' table.

Summary (Dollar)

Payment Mean	Posted	Calculated	Difference
Cash	0.00	2.12	-2.12
Credit Card	0.00	0.01	-0.01
Credit	0.00	0.00	0.00
Total cash	0.00	2.12	-2.12
Total credit	0.00	0.01	-0.01

Breakdown by payment mean (Dollar)

Payment Mean	Subtotal
Cash	
1 Sales	\$ 2.12
Total	\$ 2.12
Credit Card	
1 Sales	\$ 0.01
Total	\$ 0.01
Credit	
1 Sales	\$ 2.12
1 Returns	\$ -2.12
Total	\$ 0.00

Seller Summary

Name	Operations	Amount
Administrator	4	\$ 2.13

You can consult previews Z Cashcounts and reprint them.

You can narrow your search by selecting the magnifying glass and select a period.

2.6.4 Consult Accumulated Z

Restaurant Management

Help Finish

Filters

Period 16 Feb 2011

The Burger
Federal Tax ID

16 Feb 2011
Z CashCount: 0 - 0

Seller Summary

Name	Operations	Amount
Total	0	\$ 0.00

Summary per cashier

Name	Operations	Amount
Total	0	\$ 0.00

Sales Summary

Number of sales	0
Returns Number	0
Returned Items Number	0
Production amount	\$ 0.00
Returns Amount	\$ 0.00
Amount discounts	\$ 0.00
Amount Complementaries	\$ 0.00
Sales Amount	\$ 0.00
Sale average	\$ 0.00

Taxes Summary

Description	Tax Base	Quota
-------------	----------	-------

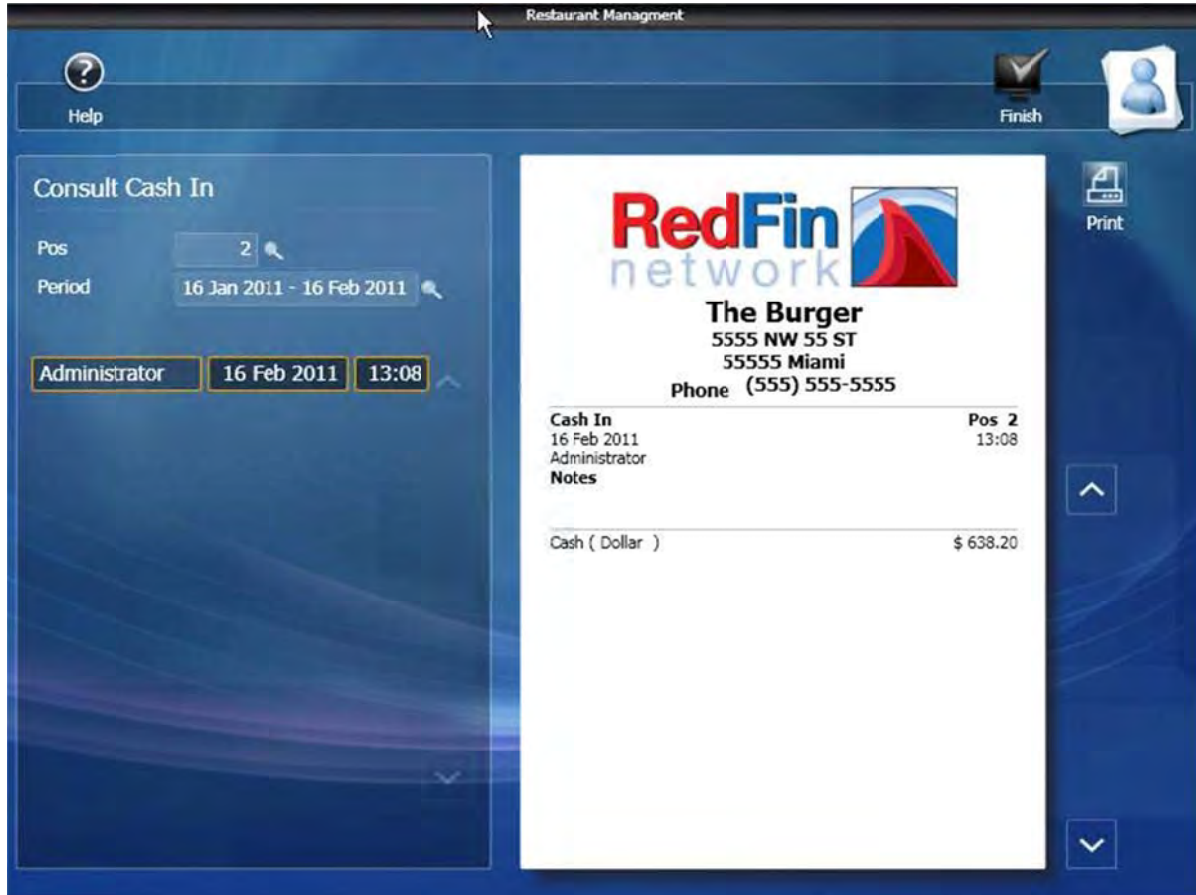
Summary by families

Print

You can print a Z Cashcount report for a period of days.

Select the magnifying glass and enter the starting date and the final date for the report.

2.6.5 Consult Cash In



Restaurant Management

Help Finish


Print

Consult Cash In

Pos 2

Period 16 Jan 2011 - 16 Feb 2011

Administrator 16 Feb 2011 13:08



The Burger
5555 NW 55 ST
55555 Miami
Phone (555) 555-5555

Cash In	Pos 2
16 Feb 2011	13:08
Administrator	
Notes	

Cash (Dollar)	\$ 638.20
-----------------	-----------

You can consult previews Cash In and reprint them.

You can narrow your search by selecting the magnifying glass and select a period.

2.6.6 Consult Cash Out

Restaurant Management

Help Finish

Consult Cash Out

Pos 2

Period 16 Jan 2011 - 16 Feb 2011

Administrator	16 Feb 2011	13:08
Administrator	16 Feb 2011	13:09

RedFin network

The Burger
5555 NW 55 ST
55555 Miami
Phone (555) 555-5555

Cash Out Pos 2
16 Feb 2011 13:09
Administrator
Notes
paying food delivery

Cash (Dollar) \$ -120.00

Print

You can consult previews Cash Out and reprint them.

You can narrow your search by selecting the magnifying glass and select a period.

2.7 POS Functions

List of daily Point Of Sale Functions



- **Cash in:** Will record a "Cash in" transaction into the HioPOS. (Putting cash into the cash drawer)
- **Cash out:** Will record a "Cash out" into the HioPOS. (Taking Cash out of the cash drawer)
- **Z Cashcount:** Explained in the next page.
- **X Cashcount:** Will record and give a partial report of activities. This action will not affect the Z Cash Count at the end of the day.
- **Open Cashdrawer**

Some of this function will not show if the user does not have permission.

2.7.1 Cash In

Restaurant Management

Help Open Cashdraw Cancel Save

New cash in

Currency

Notes

Bank

Cash 200 +

Credit \$ 0.00

Detail Cash

\$ 10.00	0	\$ 0.00
\$ 5.00	0	\$ 0.00
\$ 2.00	0	\$ 0.00
\$ 1.00	0	\$ 0.00
\$ 0.50	0	\$ 0.00
\$ 0.25	0	\$ 0.00

q w e r t y u i o p : @ 7 8 9 % ←

a s d f g h j k l ; ' 4 5 6 - +

z x c v b n m , . ← ↓ → 1 2 3 * ↵

Shift Caps A * 0 . \$

A “Cash In” transaction will record any transaction that will positively modify the cash drawer.

Selecting the plus sign will open a window where you can enter the amount of cash by denomination.

The user can write a specific note to identify the transaction.

For example: putting the morning starting cash balance into the cash drawer.

Select **Save** and a print out ticket will print.

2.7.2 Cash Out

Restaurant Management

Help Open Cashdraw Cancel Save

New cash out Currency

Notes
Paying food delivery

Cash 120 +

Credit \$ 0.00

The Burger
5555 NW 55 ST
55555 Miami
Phone (555) 555-5555

Cash Out
16 Feb 2011
Administrator
Notes
Paying food delivery

Pos 2
13:11

q w e r t y u i o p : @ 7 8 9 % ←
a s d f g h j k l ; ' 4 5 6 - +
z x c v b n m , . ← ↓ → 1 2 3 * ↵
↑ Shift Caps A * 0 . \$ ↵

A "Cash Out" transaction will record any transaction that will negatively modified the cash drawer.

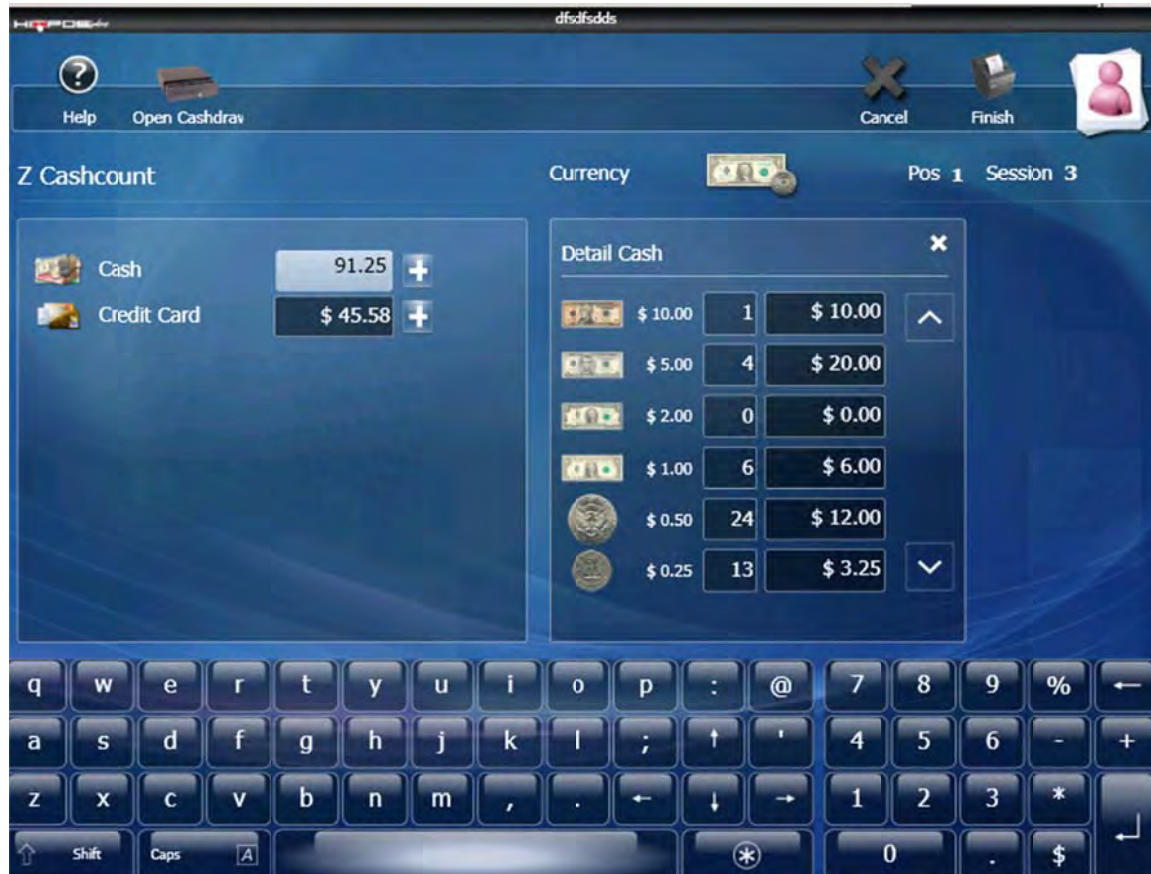
Selecting the "plus sign" will open a window where you can enter the amount of cash by denomination.

The user can write a specific note to identify the transaction.

For example: Paying a special truck delivery fee.

Select **Save** and a print out ticket will print.

2.7.3 Z Cashcount



To close your POS session you must do a "Z Cashcount" every night or every shift change.

WARNING:

TIP ADJUSTMENT MUST BE DONE BEFORE PERFORMING A Z CASHCOUNT.

IN THE CASE OF MULTIPLE HioPOS TERMINALS MAKE SURE ALL TIP ADJUSTMEN ON ALL TERMINALS MUST BE DONE BEFORE ANY Z CASHCOUNT ON ANY TERMINAL IS PERFORMED.

First, enter the amount of cash that you have in the till. You can either enter the amount counted; or count and declare each bill and coin denomination separately.

Second, enter the total amount of credit card transactions done in that particular terminal

Afterward, do this with each type of payment that you accept in your business.

Finally, select **Finish** in the upper right corner of the screen.

dfsfdssd
Federal Tax ID

Pos Closing Session 3
28 Oct 2010 13:37 Pos 1

Summary (Dollar)

Payment Mean	Posted	Calculated	Difference
Cash	91.25	-30.10	121.35
Credit Card	45.58	4.53	41.05
Total cash	136.83	-25.57	162.40

Breakdown by payment mean (Dollar)

Credit Card

1 Sales		\$ 2.14
1 Tips		\$ 2.39
Total		\$ 4.53

Cash

1 Returns		\$ -21.40
1 Tips		\$ -8.70
Total		\$ -30.10

Seller Summary

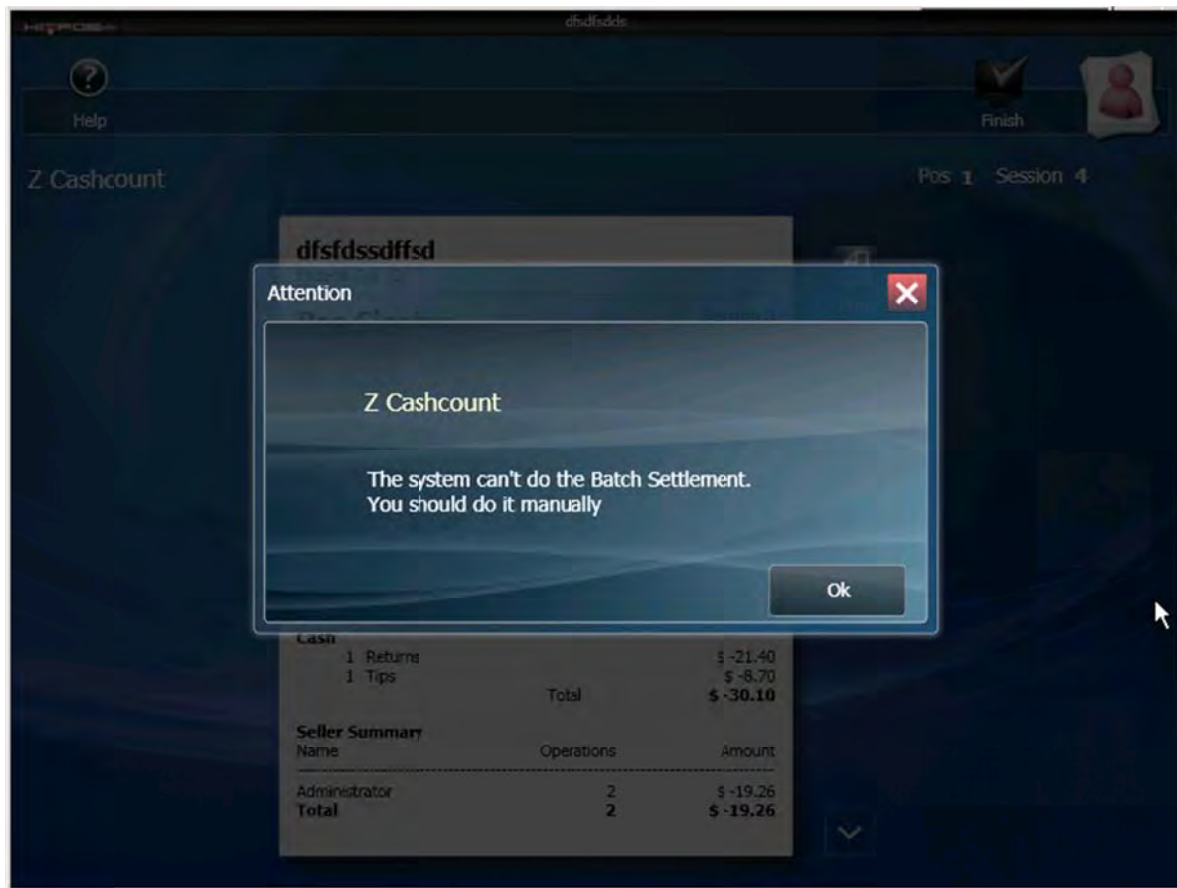
Name	Operations	Amount
Administrator	2	\$ -19.26
Total	2	\$ -19.26

You can view the report on screen or print out to keep a record.

By default the Z Cashcount does not close the Credit Card Batch.

Your reseller must setup up to do an auto-settlement in the Payment Gateway or you can make your HioPOS plus close the batch when you perform a Z Cashcount.

To setup your HioPOS plus to close the batch when performing a Z Cashcount or to manually close your credit card batch, please refer to the page 85 in the configuration section of this manual.

**WARNING:**

If you have your HioPOS plus setup to close the batch when performing a Z Cashcount the following error might show up.

In the case that the HioPOS did not have connectivity to the Payment Gateway, the batch will fail to close and this message will come out.

If this message comes out, you can retry to close the credit card batch by going to: Configuration, Terminals and Devices, USPayment device and select "Configure". Then select the button "Close Batch" refer to page 85

Furthermore, if this message shows up, it will also mean that the HioPOS does not have internet connectivity. This issue might be caused by:

- No connectivity from the ISP (Internet Service Provider)
- Your own private network is down or not working.
- HioPOS unit connectivity problems.

Please contact Technical Support for troubleshooting.

2.7.4 X Cashcount

Restaurant Managment

Finish Print

The Burger
Federal Tax ID

Pos Control X Cashcount 2
16 Feb 2011 13:12 Pos 2

Summary (Dollar)
Payment Mean Calculated

Cash	324.02
Total cash	324.02

Breakdown by payment mean (Dollar)

Cash		
4 Sales		\$ 12.18
2 Returnrs		\$ -6.36
1 Cash In		\$ 638.20
2 Cash Out		\$ -320.00
	Total	\$ 324.02

Seller Summary

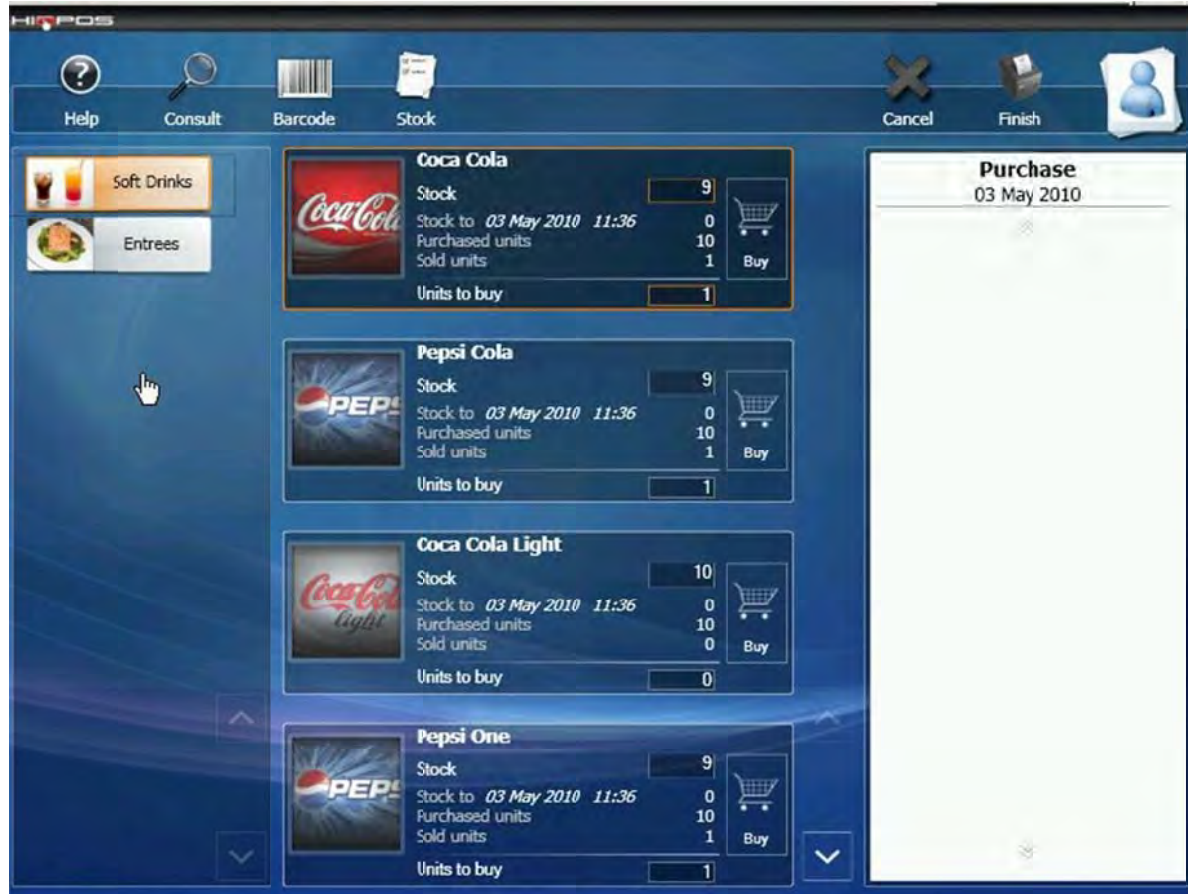
Name	Operations	Amount
Administrator	6	\$ 5.82
Total	6	\$ 5.82

Summary per cashier

Name	Operations	Amount
------	------------	--------

An X Cashcount is the same report as a Z Cashcount but will not close the POS.

2.8 Purchasing screen



Consult: You can consult previews of purchase orders.

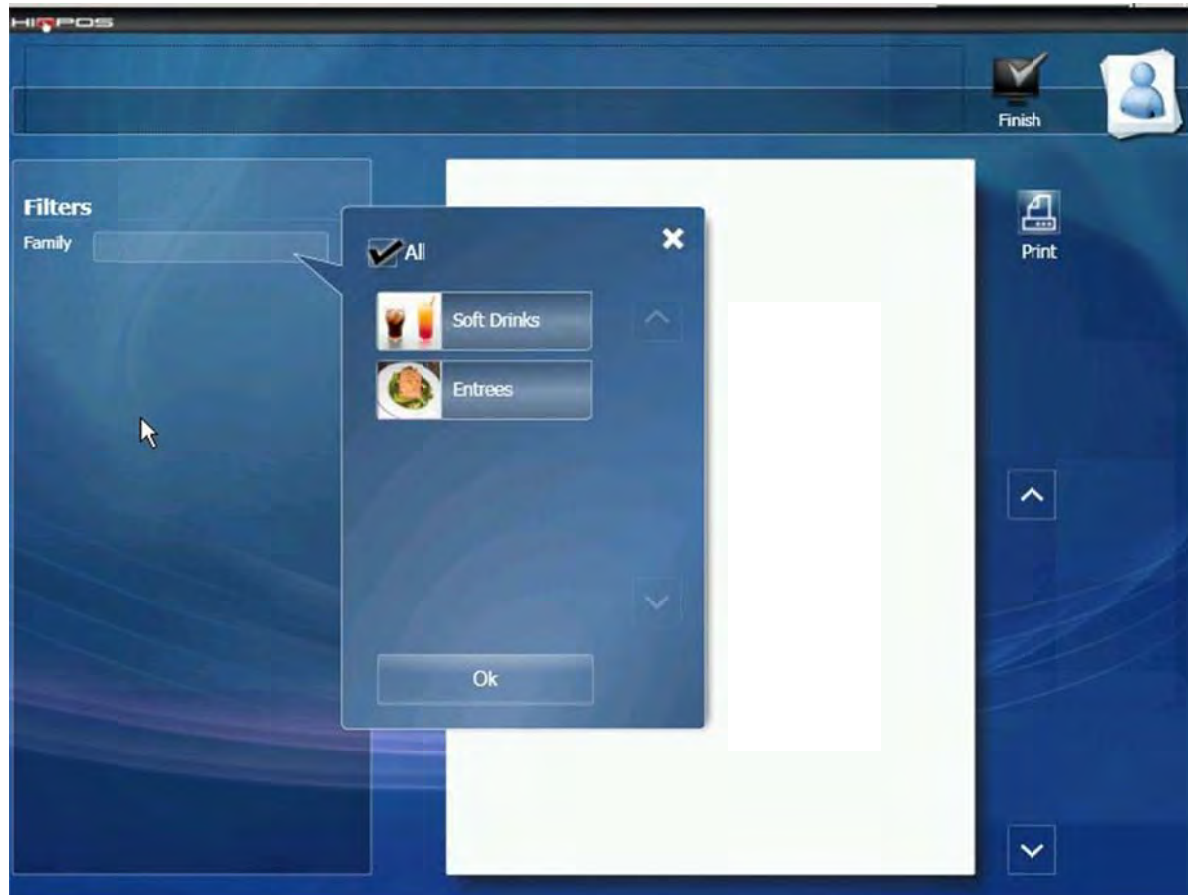
Barcode: Will let you change the input of data from families and items to bar code scanning.

Stock: you can consult the amount of each item. Go to the next page

Cancel: The purchase order

Finish: The purchase order

2.8.1 Consulting Stock

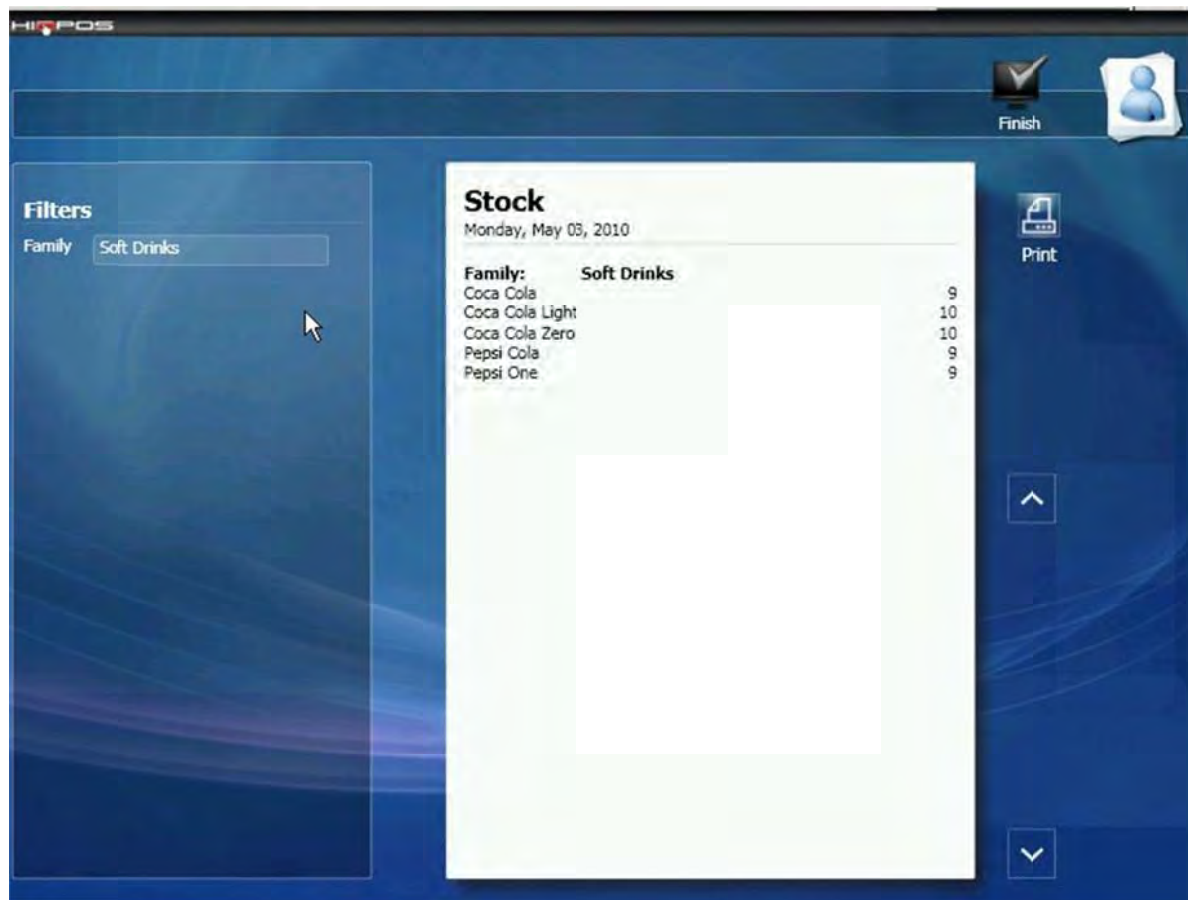


Select **Stock**

Select the filter field to choose which family of items you want to consult.

You can select a specific family or you can check "All" for all the families and items.

Select **Ok**



Once the report shows on the screen you can print it by selecting **Print**

2.9 Statistics screen Sales



Sales: Select the "Sales" tab.

You can see a graph for "Week", "Month", "Year", "History" or "Hours" by selecting the corresponding buttons.

You can view the data and preview a print out by selecting **Preview**

You can also view a report within a custom set of dates by selecting **Filters**

If you want to include the taxes collected in your report, check the box next to "Taxes included"

2.9.1 Sales by... Item

Position	Description	Amount	%	Qty	%	Accumulated
1	Coca Cola	\$ 140.00	80.46 %	7	35.00 %	80.46 %
2	Beef fried rice	\$ 18.00	10.34 %	6	30.00 %	90.80 %
3	House Special	\$ 5.00	2.87 %	1	5.00 %	93.68 %
4	Boneless spare ribs	\$ 4.00	2.30 %	1	5.00 %	95.98 %
5	Egg drop soup	\$ 2.00	1.15 %	2	10.00 %	97.13 %
6	7 UP	\$ 2.00	1.15 %	1	5.00 %	98.28 %
7	Beef chow mein	\$ 2.00	1.15 %	1	5.00 %	99.43 %
8	Xtra Cheese	\$ 1.00	0.57 %	1	5.00 %	100.00 %
9	COKE	\$ 0.00	0.00 %	0	0.00 %	100.00 %
10	LUCK CAT	\$ 0.00	0.00 %	0	0.00 %	100.00 %
Total		\$ 174.00	100%	20	100%	

This Report can be viewed by "Today", "Week", "Month", "Year" and custom "Filter"

By selecting "Amount" or "Qty" you can change the indexing of the items reported.

You can filter out the items of just one family by selecting "Family Rank" and choosing which family.

To include the taxes in the amount shown for each item check the box next to "Taxes included"

To see a preview for a print out of this report select **Preview** then select **Print**

2.9.2 Sales by... Family

This Report can be viewed by "Today", "Week", "Month", "Year" and custom "Filter"

By selecting "Amount" or "Qty" you can change the indexing of the families reported.

To include the taxes in the amount shown for each item check the box next to "Taxes included"

To see a print preview of this report select **Preview** then select **Print**

2.9.3 Sales by... User or Cashier



This Report can be viewed by "Today", "Week", "Month", "Year" and custom "Filter"

By selecting "Amount" or "Qty" you can change the indexing of the families reported.

To include the taxes in the amount shown for each item check the box next to "Taxes included"

To see a print preview of this report select **Preview** then select **Print**

Note: The difference between a User and Cashier is that the User is the one who opens a sale and leaves it on hold. The cashier is the one that totalizes and charges a sale that is on hold.

If the person that opens a new sale and he or she also totalizes and charges it, the User and the Cashier report will show exactly the same data.

2.9.4 Payment means



This report will show you the breakdown on the amount collected on each payment mean.

This Report can be view by "Today", "Week", "Month", "Year" and custom "Filter"

To view a print preview of this report select **Preview** then select **Print**

2.9.5 Payment means by User



This report will show you a report of payments received by users.

By selecting the plus sign you will see a breakdown for each type of payment received by Users.

This Report can be viewed by "Today", "Week", "Month", "Year" and custom "Filter"

To view a print preview of this report select **Preview** then select **Print**

2.9.6 Audit on Returns



This report will provide you a breakdown of returns done by sellers.

You can obtain additional detailed information by selecting the plus sign for each user and chose from the "Detail by" menu. Options include: Item, Sales and Return Reasons.

To include the taxes in the amount shown for each item check the box next to "Taxes included"

This Report can be viewed by "Today", "Week", "Month", "Year" and custom "Filter"

To view a print preview of this report select **Preview** then select **Print**

2.9.7 Audit on Discounts

This report will provide you a breakdown of discounts done by sellers.

You can obtain additional detailed information by selecting the plus sign for each user and chose from the "Detail by" menu. Options include: Item, Sales and Return Reasons.

To include the taxes in the amount shown for each item check the box next to "Taxes included"

This Report can be viewed by "Today", "Week", "Month", "Year" and custom "Filter"

To view a print preview of this report select **Preview** then select **Print**

2.9.8 Audit on Complementary

This report will give you a breakdown information on complementary done by sellers.

You can obtain additional detailed information by selecting the plus sign for each user and chose from the "Detail by" menu. Options include: Item, Sales and Return Reasons.

To include the taxes in the amount shown for each item check the box next to "Taxes included"

This Report can be viewed by "Today", "Week", "Month", "Year" and custom "Filter"

To view a print preview of this report select **Preview** then select **Print**

2.9.9 Audit in Time Sheet

This will provide a report on the hours clocked by each user. To see this report you must have the Time Clock function turned on. For more info go to page 95

This Report can be viewed by "Today", "Week", "Month", "Year" and custom "Filter"

To view a print preview of this report select **Preview** then select **Print**

2.9.10 Audit in Remarks

The screenshot displays the HioPOS plus software interface. At the top, there's a header bar with the 'HioPOS plus' logo on the left and a 'Finish' button with a checkmark icon on the right. Below the header, the main area is divided into two sections. On the left is a 'Filters' panel with a 'Period' dropdown menu set to '30 Oct 2010'. On the right is the 'Discount Remarks' report. The report title is 'Discount Remarks', followed by the date 'Saturday, October 30, 2010' and the period 'Period: 30 Oct 2010'. Below this is a table with three columns: 'Receipt', 'Remarks', and 'Discount'. The table contains one entry: 'Mall employee' with a discount of '\$ 2.70'. Below this entry is a line item '011T - 16 Mall employee' with a discount of '\$ 2.70'. At the bottom of the table, the 'Total' discount is '\$ 2.70'. To the right of the report, there is a 'Print' button with a printer icon and two arrow buttons (up and down) for scrolling.

Receipt	Remarks	Discount
	Mall employee	\$ 2.70
	011T - 16 Mall employee	\$ 2.70
	Total	\$ 2.70

This will give you a report discounts, returns and/or complementary done by any user.

By selecting on the period field or magnifying glass you can modify the time frame for the report.

To print this report, select the **Print** button.

2.9.11 Compare



This report will provide a graphical representation to compare two periods of time.

The comparison can be done by "Totals" or by "Average by day"

To change the Periods, select the field next to "Period 1" and "Period 2" and choose the dates from the popup calendars.

To include the taxes in the amount shown for each item, check the box next to "Taxes included"

To view a print preview of this report select **Preview** then select **Print**

2.9.12 Taxes

This report will provide a detail of taxes collected.

This Report can be viewed by "Today", "Week", "Month", "Year" and custom "Filter"

To change the date or a custom range of dates, select the field next to "Date Rank" and choose the dates from the popup calendars.

To view a print preview of this report select **Preview** then select **Print**

2.9.13 Totals

dfsfdsdds

Terminal: V0G09SONCPYB
Date first sale: 28 Oct 2010
Document Date: 30 Oct 2010
Worked days: 2

Accumulated amount	
Sales Number	14
Tax Base	\$ 180.00
Florida sales Tax	\$ 12.59
No Tax 0%	\$ 0.00
Amount tax excluded	\$ 4.00
Total amount	\$ 196.59

Amounts current date	
Sales Number	4
Tax Base	\$ 27.90
Florida sales Tax	\$ 1.95
Amount tax excluded	\$ 0.00
Total amount	\$ 29.85

This report will provide accumulated basic information on your HioPOS *plus*

To view a print preview of this report select **Preview** then select **Print**

Ch 3: Configuration



1. Company
 - Company
 - Terminal and Devices
 - Users
 - Payment means
 - Electronic payment (Do not touch)
 - Change Series (Do not touch)
 - Backup
 - Export Sales
2. Regional Configuration
 - Currency
 - Taxes
 - Recommended tip
 - Date and Hour
3. Item
 - Item
 - Price List
 - Discount Reasons
 - Return Reasons
 - Items Import (Call Technical Support)
 - Lock documents (Do not touch)
4. Links
 - HiOrder
 - HioScreen
 - Connection to HiOffice

3.1 Company

Help Cancel Save Finish

Continue

Company data Enter

Company Federal Tax ID Telephone

D/B/A E-mail

Address

ZipCode City

State / Province

Select Logo

Edit header lines Edit footer lines Modify subtotal footer

Print Type 1 Type 2 Type 3

4/23/2010 14:22
Session 1
Qty Description Amount
1 Item 1 1.00
Tax State 0.00
Florida Sales Tax 0.06
Number of items: 1
TOTAL TO PAY \$ 1.06
Payment Method Amount
\$ 1.06

You can edit your company data anytime you want.

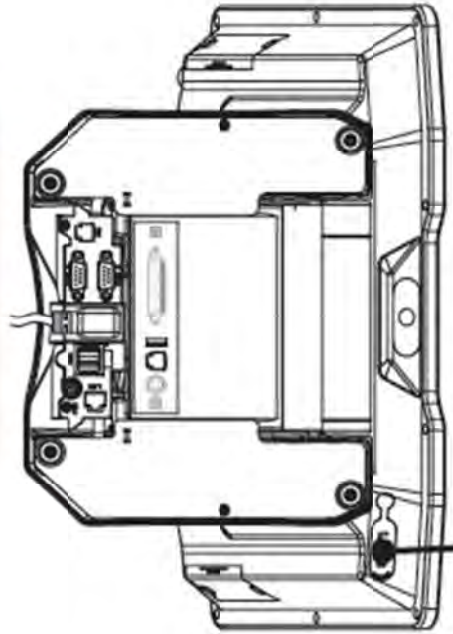
Choose a different ticket format.

Edit headers and footers

Upload a company logo. Go to the next page.

Remember this information is only going to show in the sales tickets and you can omit any field desired.

3.1.1 Upload your company logo



Save in a USB pen drive the logo of your company in a .jpg format. Do this in a personal computer.

Put the USB pen drive into the USB port located underneath the screen on the right side.

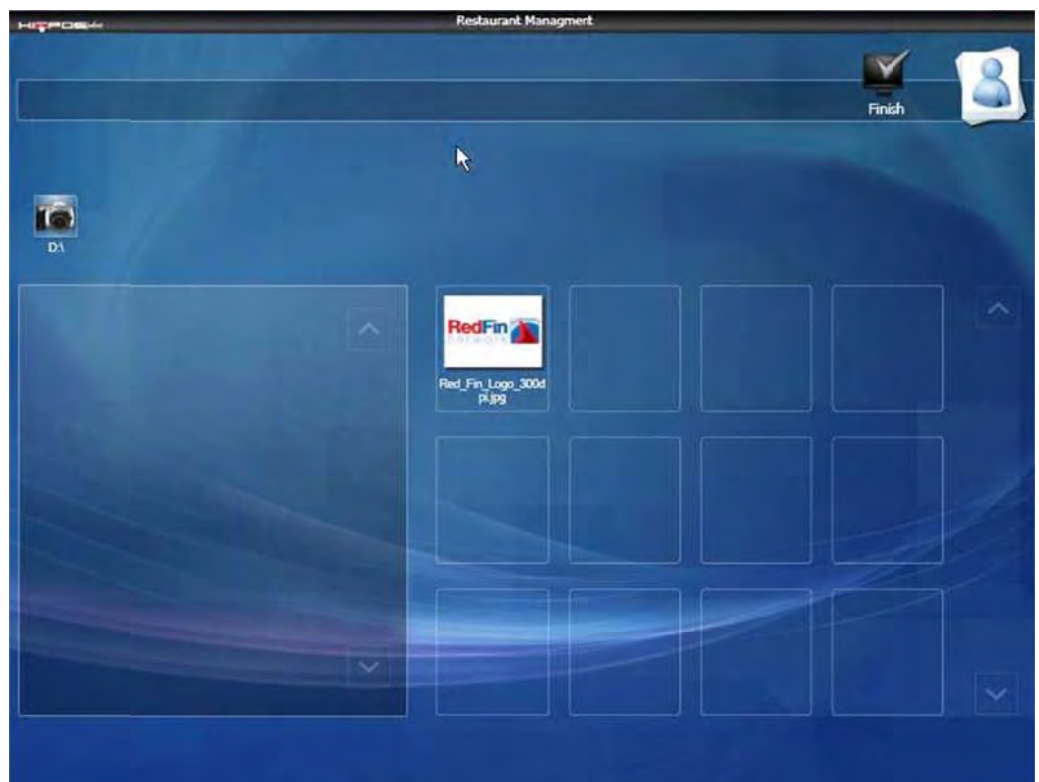
A USB port is located underneath your HioPOS screen on the right side. It is covered by a rubber plug.

Select the square that says "Select Logo"

Select "D:\\" unit that has a picture of a camera.

The pictures that are in the USB pen drive should be at the right side

Select the picture with your finger






You can zoom in and out the picture using your fingers.

You can rotate the picture 90 degrees.

Once you are satisfy select **Finish**



Company data Enter

Company: Restaurant Management
Federal Tax ID:
Telephone: (555) 555-5555
D/B/A: The Burger
E-mail:
Address: 5555 NW 55 ST
ZipCode: 55555 City: Miami
State / Province: FL

Buttons: Edit header lines, Edit footer lines, Modify subtotal footer

Ticket Preview:

RedFin network
The Burger
5555 NW 55 ST
55555 Miami
Phone (555) 555-5555

1/27/2011 13:23
Administrator

Qty	Description	Amount
1	Item 1	1.00
	Tax Base	\$ 0.00
	Florida sales Tax	\$ 0.06

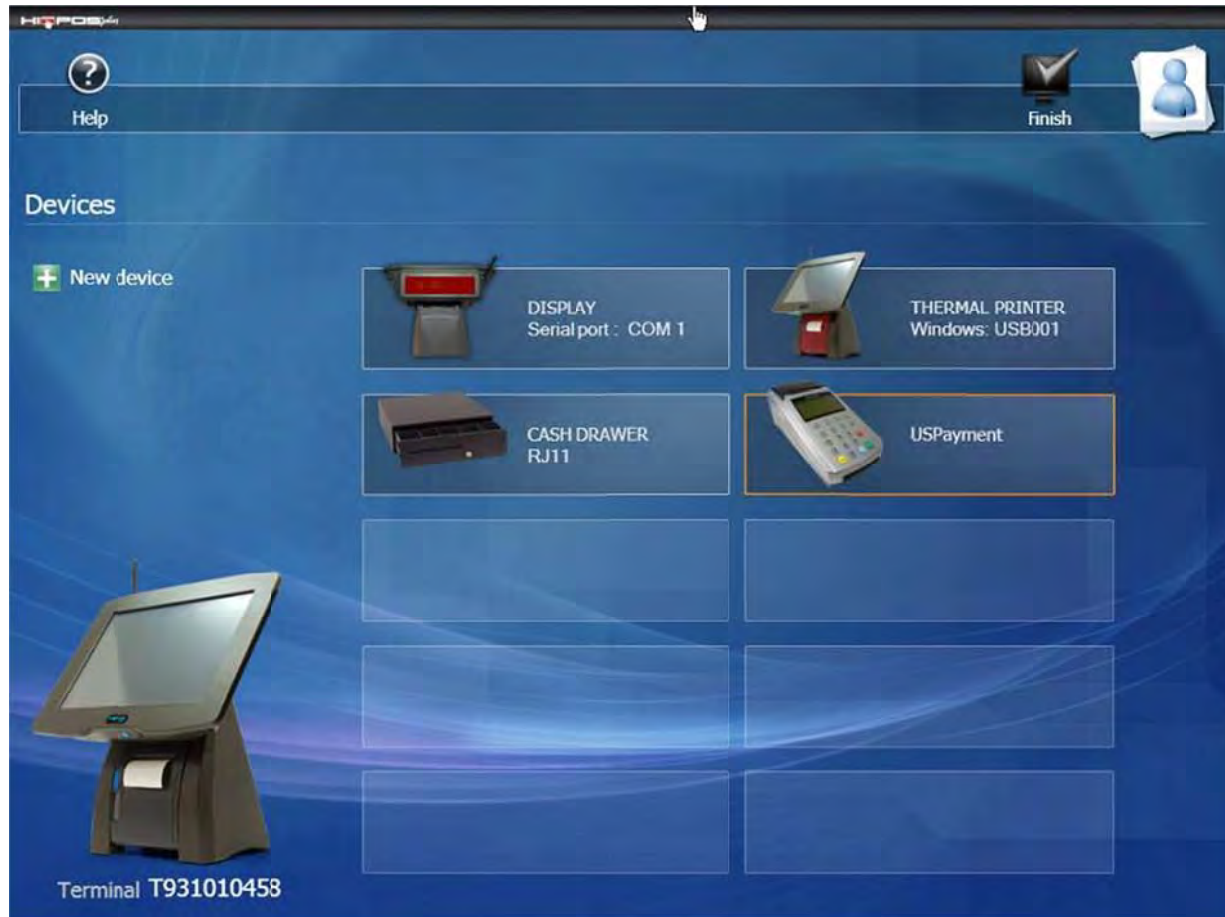
Number of items: 1
TOTAL TO PAY \$ 1.06

Buttons: Print, Type 1, Type 2, Type 3

Now you have your logo on top of the ticket.

Remember that your HioPOS *plus* printer is a thermal unit and only prints in black and white so use a logo that is not too elaborated and many tones

3.2 Terminal and Devices



Your HioPOS *plus* has 4 devices preconfigured into the machine.

WARNING:
DO NOT MODIFY OR DELETE THE "DISPLAY" AND "THERMAL PRINTER" DEVICES.

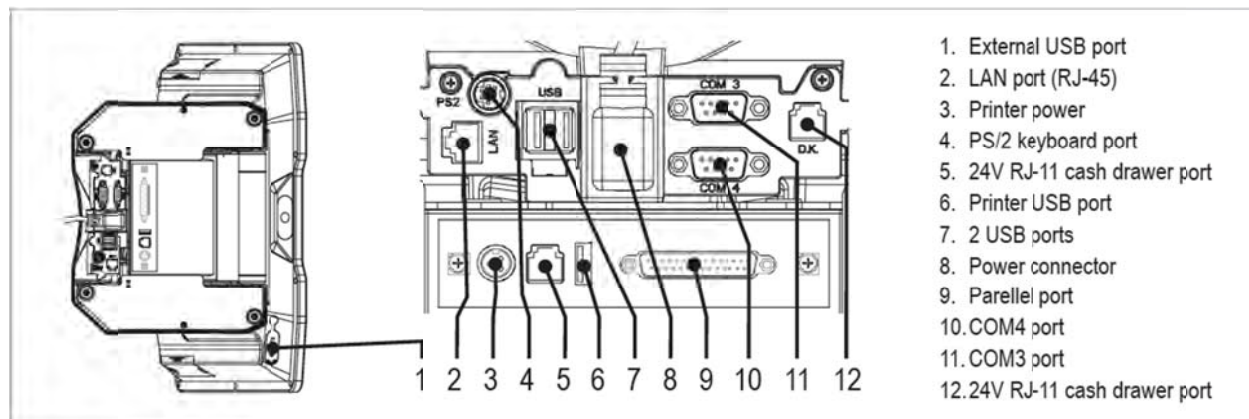
If your Cashdrawer does not open select the **CASH DRAWER** then select **Configure** to trouble shoot. Refer to the next page.

If you want to make your HioPOS close the batch when you do a Z Cashcount select **USPayment** then select **Configure**. Refer to page 85

To add a new device select **New device**

At the following pages you have the instructions on how to set up each accessory that is compatible with the HioPOS *plus*

3.2.1 CASH DRAWER device



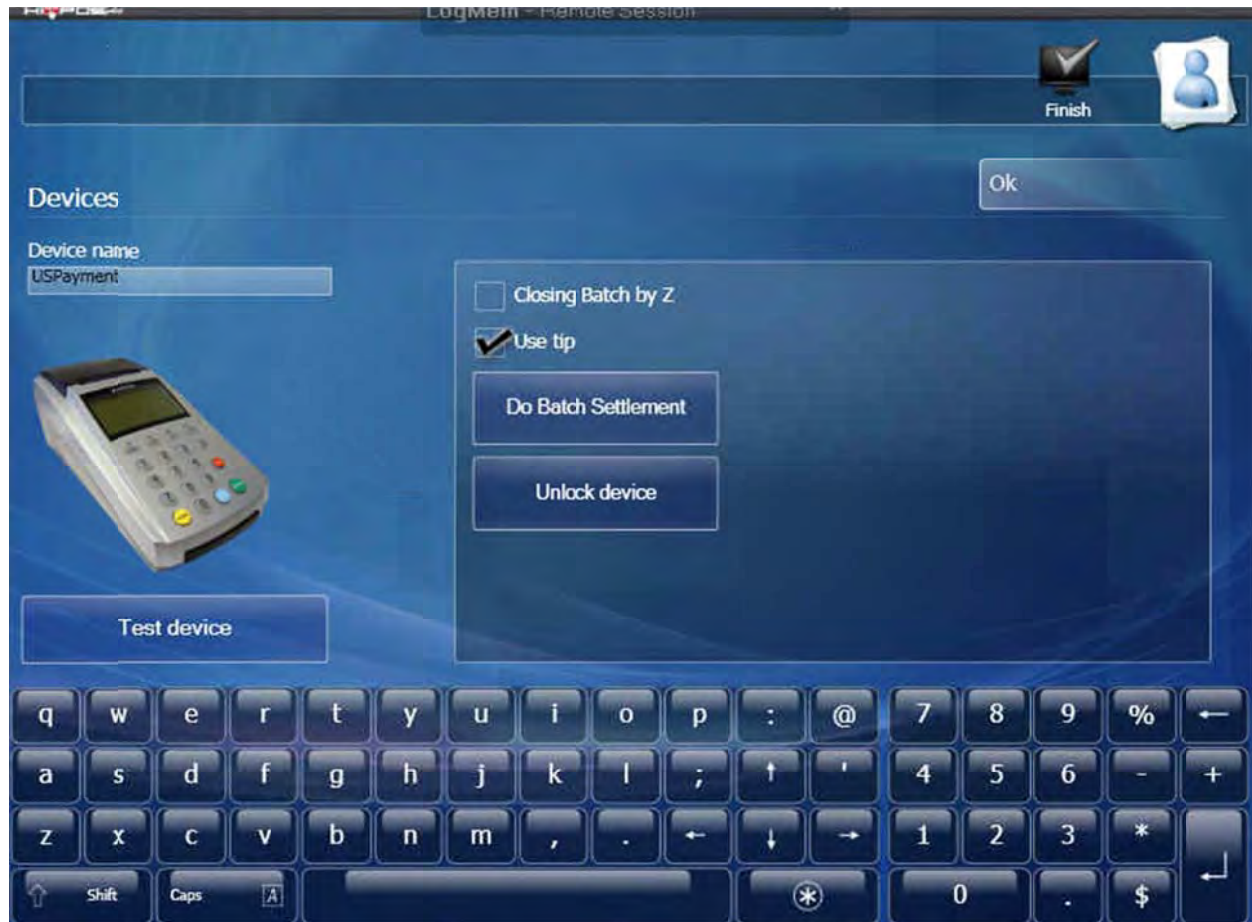
If you connected your cash drawer to the motherboard's RJ11 port (connector 12), select in the configuration of the device "RJ11 as a "connection type"

If you connected your cash drawer to the printer's RJ11 port (connector 5), select "Connecting to printer" as "Connection Type" then choose "THERMAL PRINTER"

After configuring your cash drawer select "Test device" for testing.

If the Cashdrawer does not work change the configuration and/or the port until the test is successful.

3.2.2 USPayment device

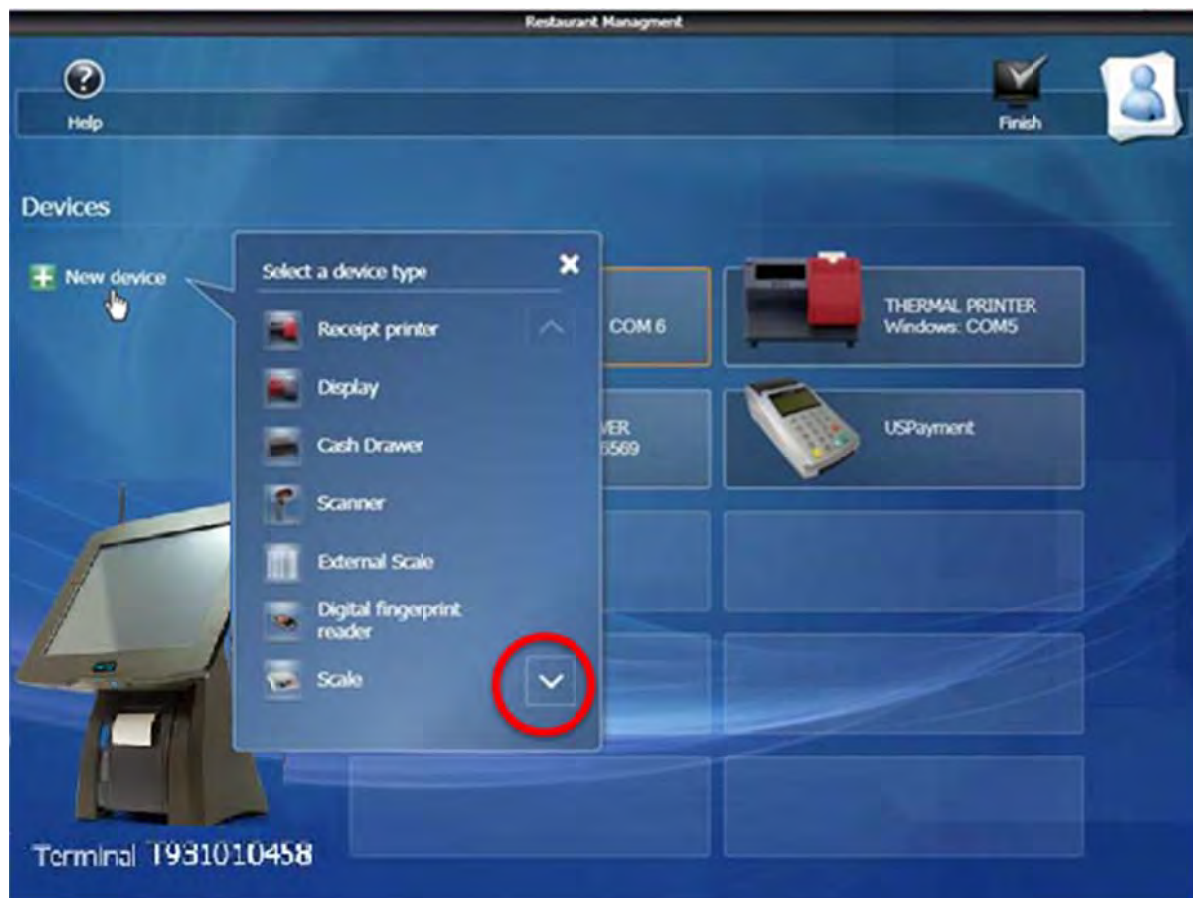


If you want to close the credit card batch every time you perform a Z Cashcount, check the box next to "Close Batch by Z"

If you want to print or not a tip line on the credit card receipt, check or uncheck the box next to "Use tip"

WARNING: TO ACCEPT TIP YOUR CREDIT CARD PROCESSOR MUST BE SET UP FOR SUCH FUNCTION. PLEASE CONTACT TECHNICAL SUPPORT OR YOUR HIOPOS RESELLER

If in the case that you want to manually close the batch, **Do batch settlement** button



From the popup window please select which device you want to add.

Use the downward pointing arrow to scroll down for more devices.

Devices list:

Scanner page 87

External Scale page 88

Digital Fingerprint reader page 89

Scale page 90

Kitchen Printing page 92

Remote Kitchen Printing page 93

You can see a diagram on where to connect each device into the HioPOS *plus* at page 147

3.2.3 Scanner device



Connect your USB Barcode scanner into one of the USB ports underneath the HioPOS.

If you select scanner a popup window will give you two options.



Test device and remove device.

3.2.4 External Scale device

Restaurant Management

Finish

Ok

Devices

Name of external scale
External Scale

Barcode

Test device

☒ Barcode by weight
☐ Barcode by amount

Decimals number which include the weight

Prefix	Item Code	Amount / Weight	CD
2 0	X X X X X	0 0 0 0 0 0 0 0 0 0	X

q w e r t y u i o p : @ 7 8 9 % ←
a s d f g h j k l ; ' 4 5 6 - +
z x c v b n m , . ← ↓ → 1 2 3 *
↑ Shift Caps A * 0 . \$

You can also setup in your HioPOS *plus* how to read a barcode printed from an external scale

Choose if the scale barcode print out works by weight or by amount.

Enter the amount of decimals that the scale uses.

Enter the prefix number from the scale

Remember to enter the 5 digit barcode for the items the will be sold by weight in the items section.

3.2.5 Digital Fingerprint reader device



Connect your USB digital fingerprint reader into one of the USB ports underneath the HioPOS.

If you select the device a popup window will give you two options.



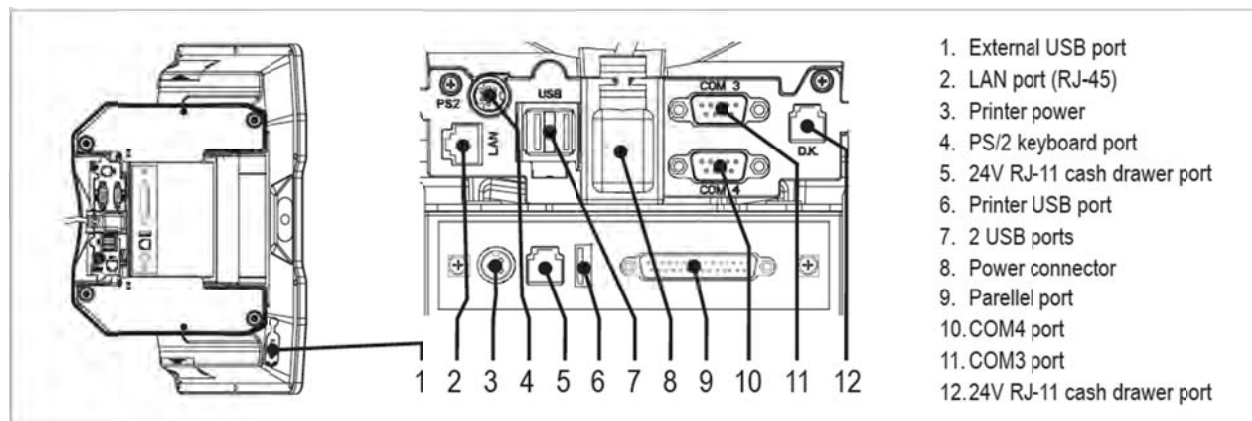
Test device and remove device.

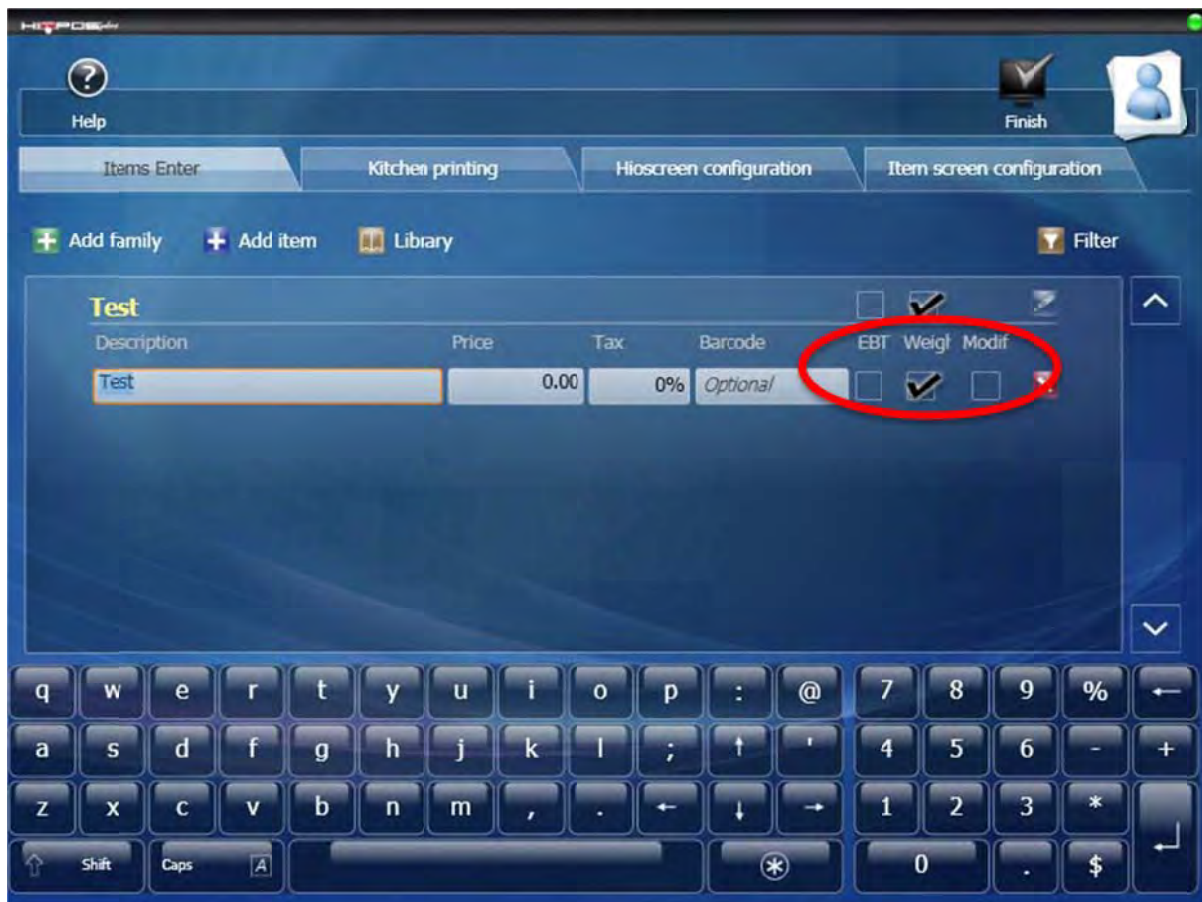
3.2.6 Scale device



Connect your scale connector to any serial port (connectors 10 and 11) in your HioPOS *plus* and make note of the COM port number.

Select which port number the scale is connected to the HioPOS *plus*





Once you set up your scale

Go to Items from the configuration menu and check the weight box next to the items that will be sold by weight.

3.2.7 Kitchen printing



You can activate the kitchen printer option even if you don't have an external kitchen printer installed.

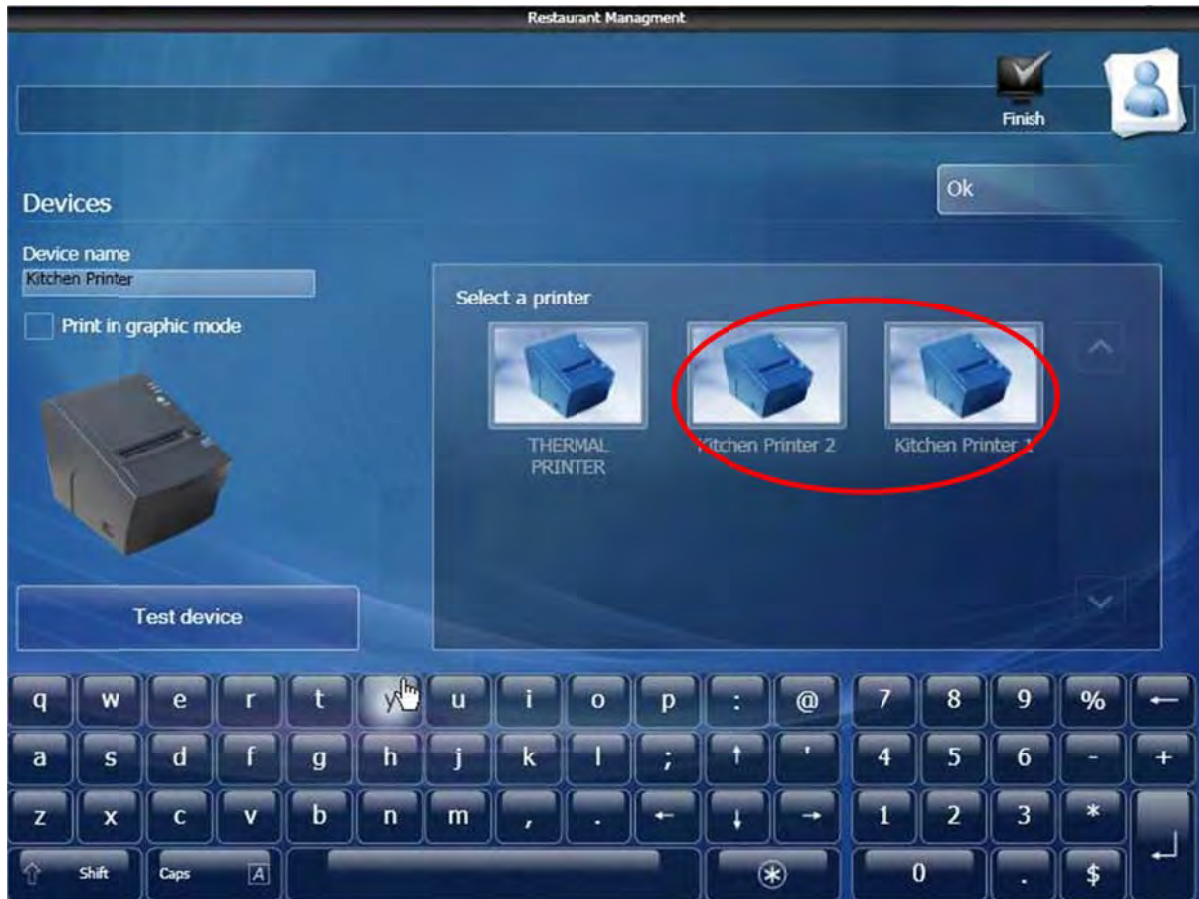
Go to the "Kitchen printing" tab on top of the items page.

Select the items that you want to be printed on a kitchen ticket.

HioPOS will print this ticket when you leave a sale on hold, do a subtotal or select total.

Then the user can take this ticket to the kitchen so the cook can start preparing the item(s).

3.2.8 Remote Kitchen printing device



Your HioPOS *plus* is capable of communicating with a maximum of 2 kitchen printers.

Select Kitchen Printer 1 for you first printer.

For your second select Kitchen Printer 2

Note: The printers are labeled on the casing from the manufacturer (Kitchen 1 and Kitchen 2) for correct physical installation.

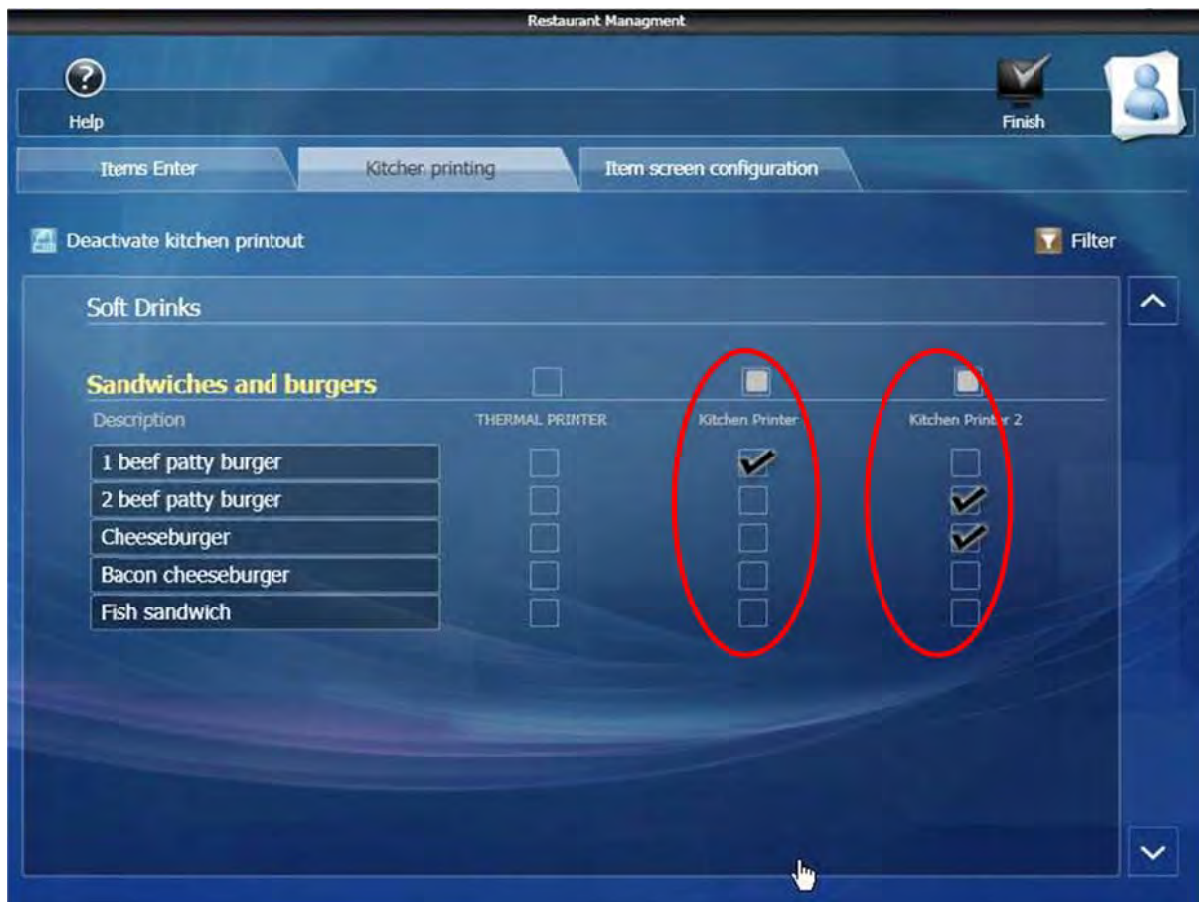
Once the printer is connected to the network, you can print a test page by selecting "Test device"

Your Privet Network must have the following setup:

Gateway: 192.168.1.1

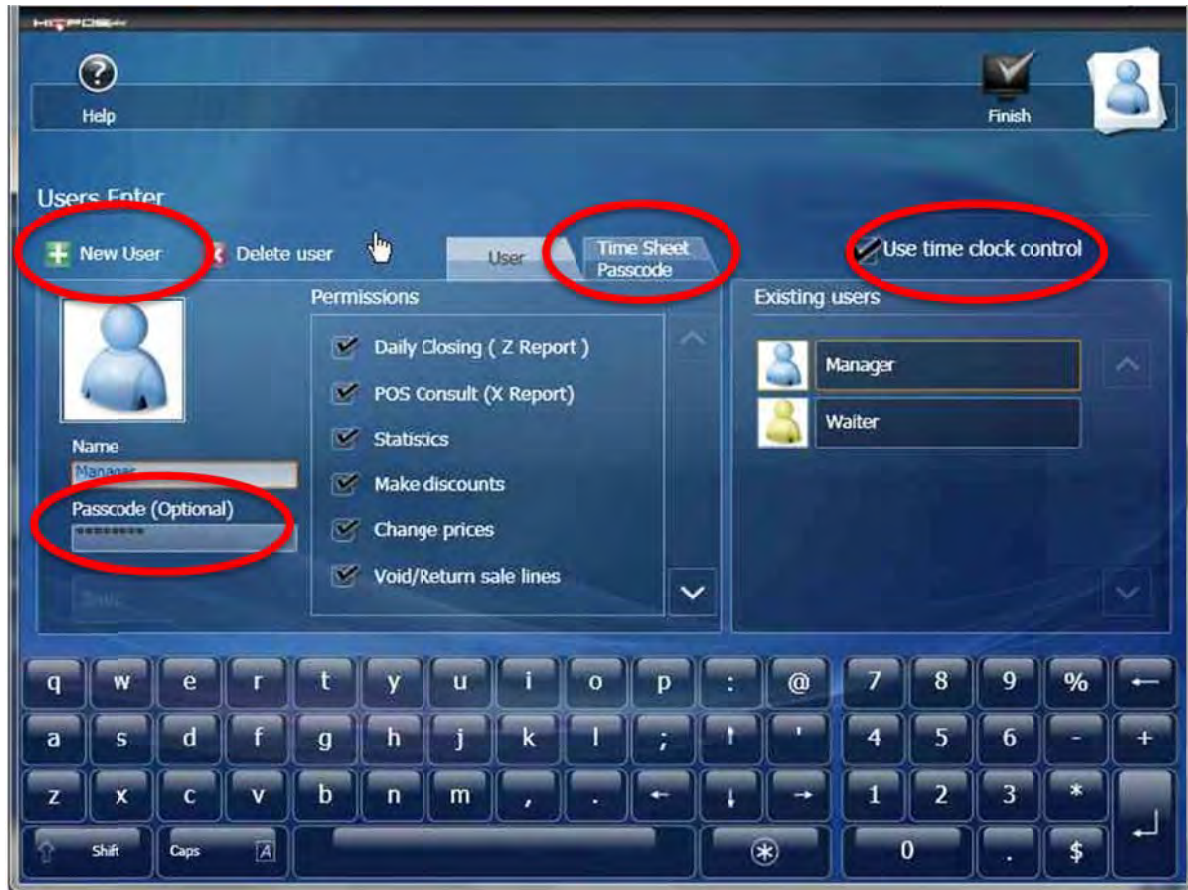
Subnet Mask: 255.255.255.0

IP Range: From 192.168.1.2 to 192.168.1.150



Once you have set up your Kitchen printer(s) and have successfully connected them to the network you must select the items that will be printed out on each printer by going into "Items" from the "configuration" menu and select the "Kitchen printing" tab.

3.3 Users



You can add or edit users.

You can edit by checking or un-checking the permissions for each user.

You can activate the time clock control for users by checking the box in the upper right "Use Time Clock control"

The tab "Time Sheet Passcode" will show. Select the tab to assign another numeric pass code for each user. You must assign a pass code for each user and each pass code must be different.

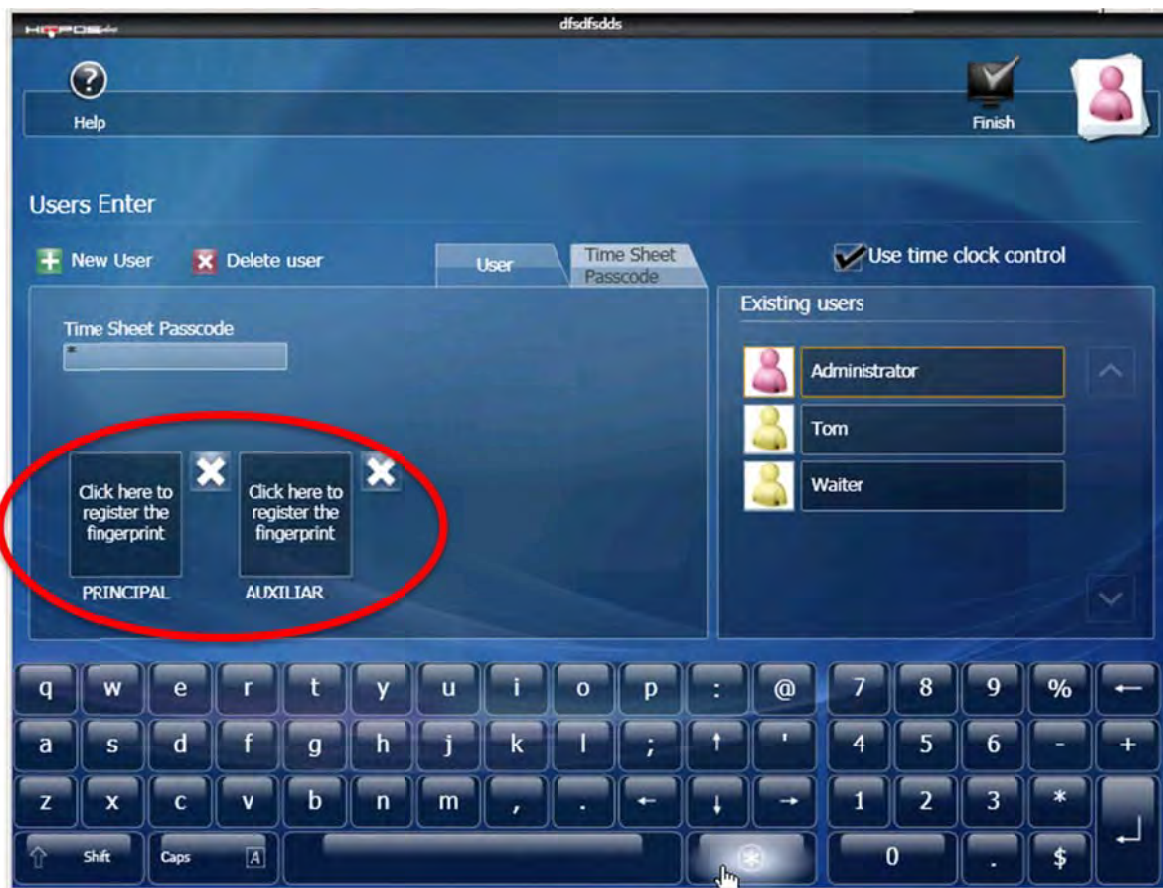
You can assign a numeric Passcode to each user to go from the "Sellers screen" to the "Sales screen"



On the right side windows you can select each of the users to assign their Time Sheet Passcode.

WARNING:

YOU MUST ASSIGN A PASSCODE FOR EACH USER. EACH USER'S TIME SHEET PASSCODE MUST BE DIFFERENT.



If you are using a Biometric Reader for finger print ID, Select **Click here to register the fingerprint** to save the finger print information.

The user will have to scan the same finger print 4 times.

Auxiliary is to obtain an additional fingerprint for any emergency in case Principal finger is not registering.

Suggestion: Auxiliary finger print should be obtained from the other hand.

The user can still assign a Time Sheet Passcode as an additional measure in case the Biometric Reader is not working.

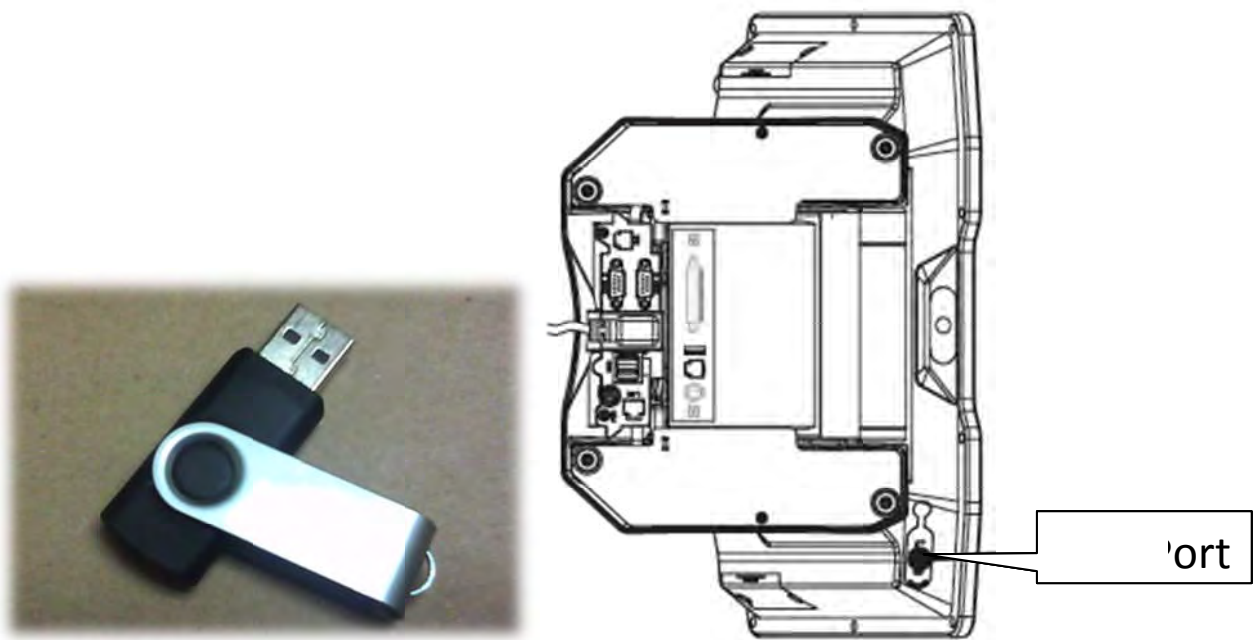


Changing the color or adding a picture to user:

Select the square of the user



From the pop window you can change the color of the user's figure or you can select "Select photograph" to add a picture to the user.



Save in a USB pen drive the pictures of the users in a .jpg format.

Do this in a personal computer.

Connect the USB pen drive into the USB port in your HioPOS *plus* located underneath the screen on the right side.

Or connect your digital camera in the HioPOS *plus* USB port directly.

After connecting your camera or the pen drive select the "D:\\" Directory

Your picture will be show in the right menu.

Select the picture with your finger.

Image: Louisa Stokes/FreeDigitalPhotos.net





You can zoom in and out the picture size with your finger and rotate it 90 degrees.

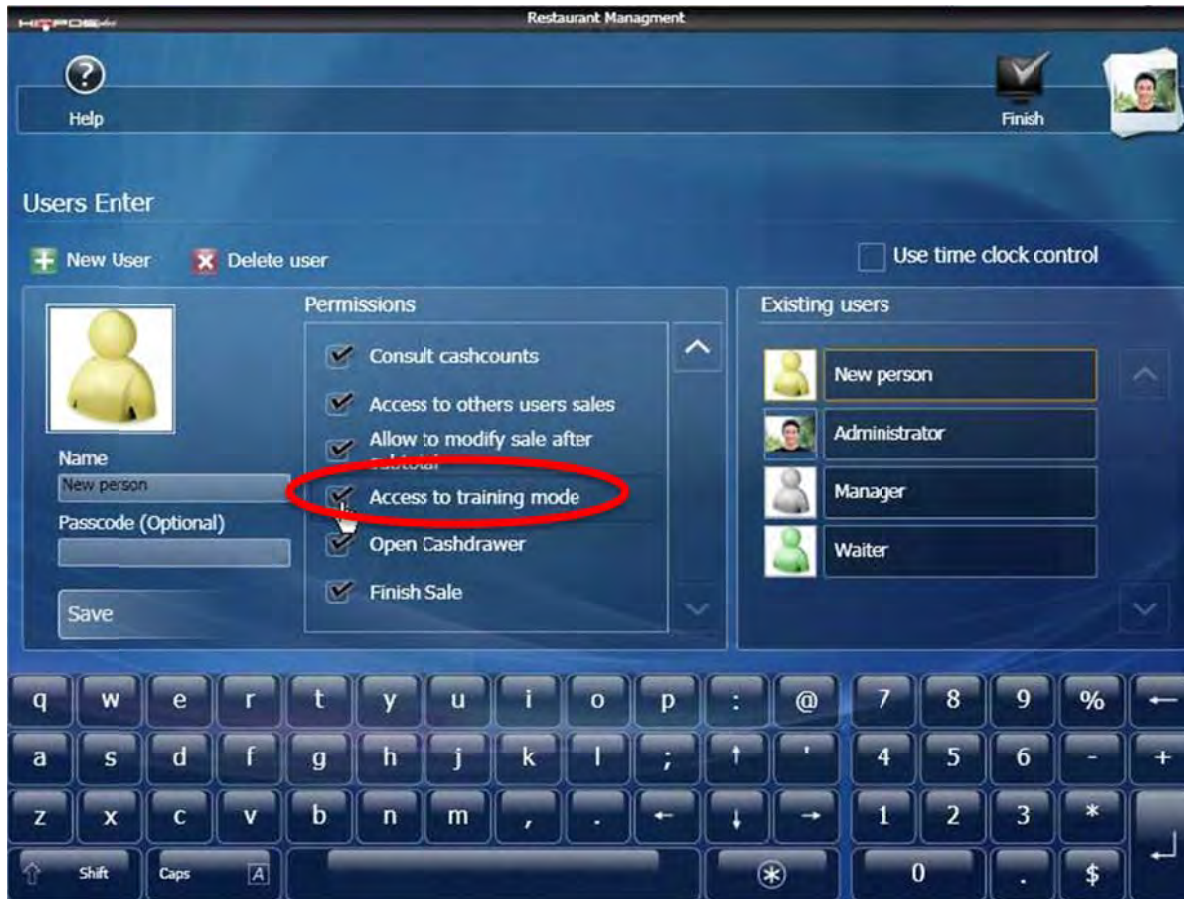
Select **finish**.

Image: Louisa Stokes/FreeDigitalPhotos.net



Repeat the same procedures to add additional pictures for other users

Image: Louisa Stokes/FreeDigitalPhotos.net

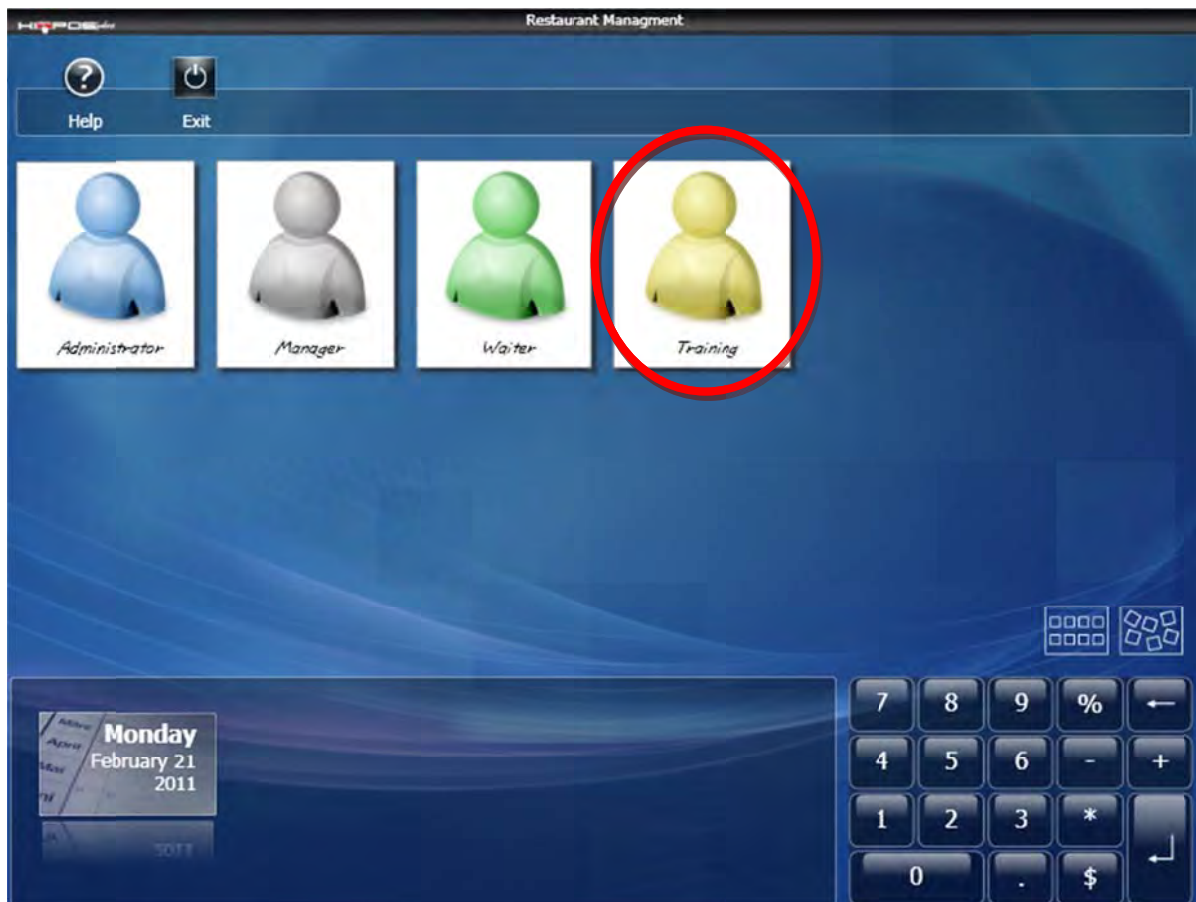
3.3.1 Back to training mode

Create a new user

In the permissions list check "Access to training mode"

Note: remember to scroll down in the permission section to find access to training mode

Select **Finish**



On the Sellers screen log in as the new user created.



Select **Training Mode** from the **POS** menu at the top of the sales screen

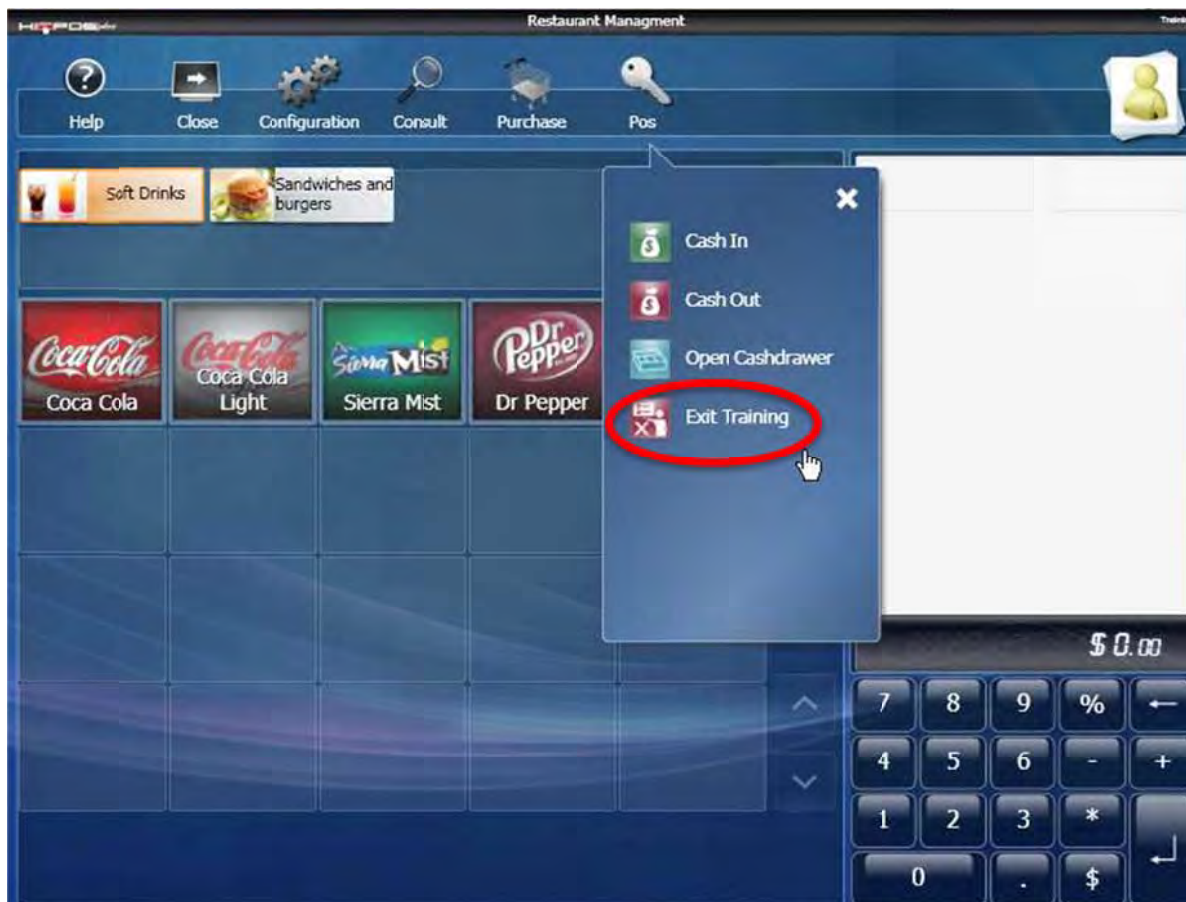


You will know that you are in training mode because the message "training" shows on the most upper right corner of your HioPOS *plus* screen.

All the transactions that you do in training mode will not be saved.

WARNING:

DO NOT DO A CREDIT CARD OR DEBIT CARD TRANSACTION IN TRAINING MODE.



To exit from training mode:

Select **Exit Training** from the POS menu at the top of the sales screen

WARNING:

IT IS VERY IMPORTANT TO EXIT FROM TRAINING MODE AFTER YOUR TRAINING IS DONE.

FAILING TO DO SO WILL RESULT IN LOSING ALL THE TRANSACTIONAL DATA DONE WHILE IN TRAINING MODE

3.4 Payment Means



You can add or delete forms of payments.

To add new form of payment select **Add** and follow the instructions.

3.5 Backup



You can backup your data on to a USB pen drive. **Go to the next page**

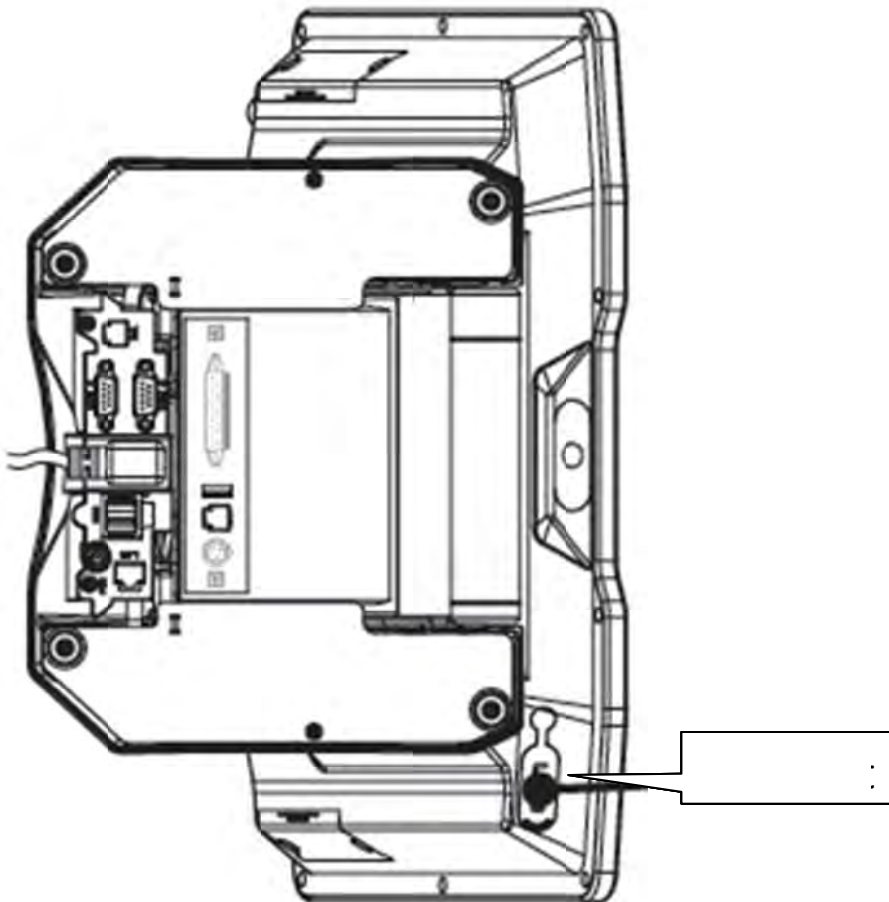
You can restore a backup from a USB pen drive.

You can delete excess data from the HioPOS *plus* by selecting "Sales Historic" Always back up the data into a USB pen drive before deleting it.



To perform a back up or restore a backup

Connect the USB pen drive into the USB port in your HioPOS *plus* located underneath the screen on the right side.



3.5.1 Make Backup



Select **"Make backup now"**

Select **Finish** when you're done

Unplug the USB pen drive and store it in a safe place

3.5.2 Restore Backup



Select from which backup you want to restore the data

Select **Restore backup**

Select **Finish** when you're done

3.5.3 Delete Sales Data



To delete history data from your HioPOS *plus* that is already backed up:

Select the date range of historical data that you want to erase.

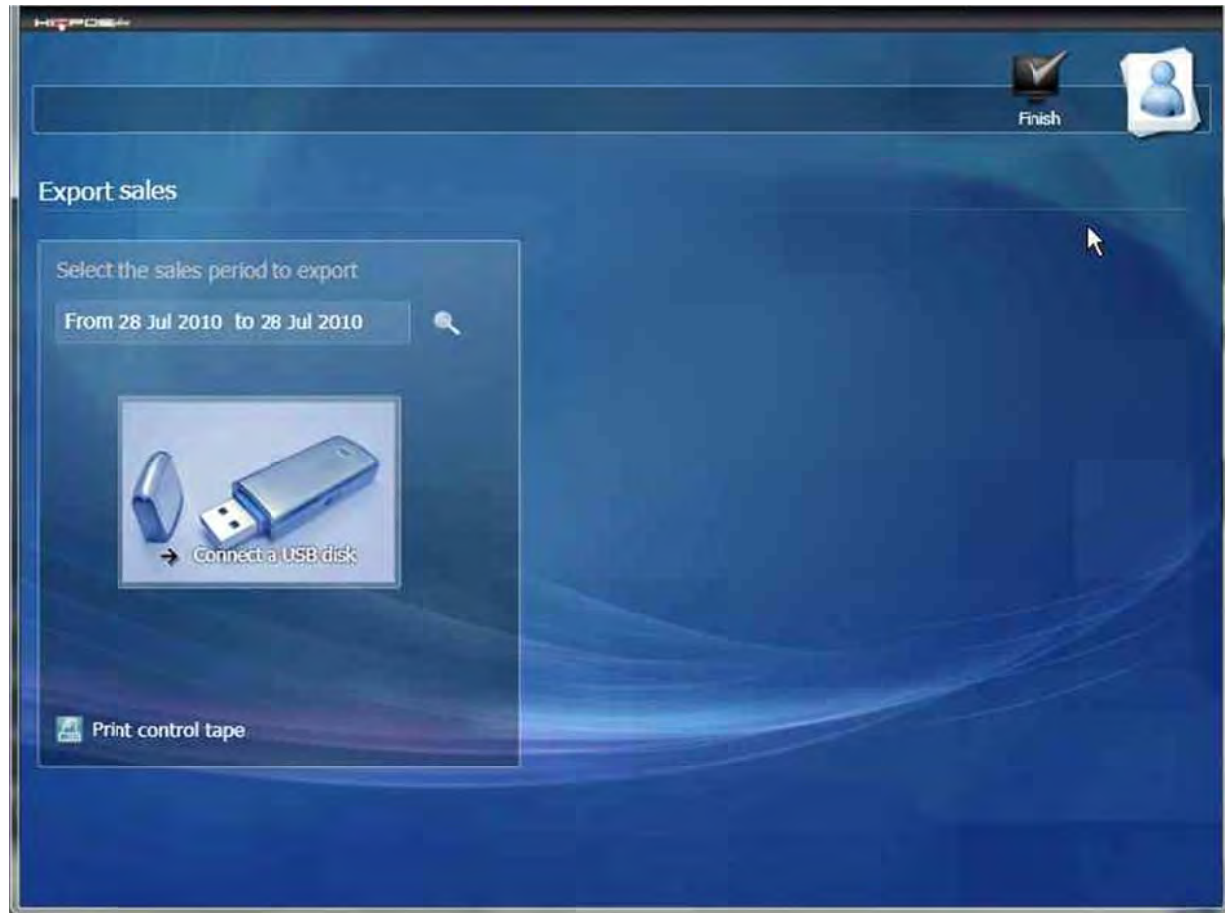
The First time you select a date will be you starting date and second date that you select will be your end date. The date range should be highlighted in orange. You can scroll between months by selecting "<" or ">" arrows adjacent to the month.



Select "Delete History"

Select **Finish** once you're done

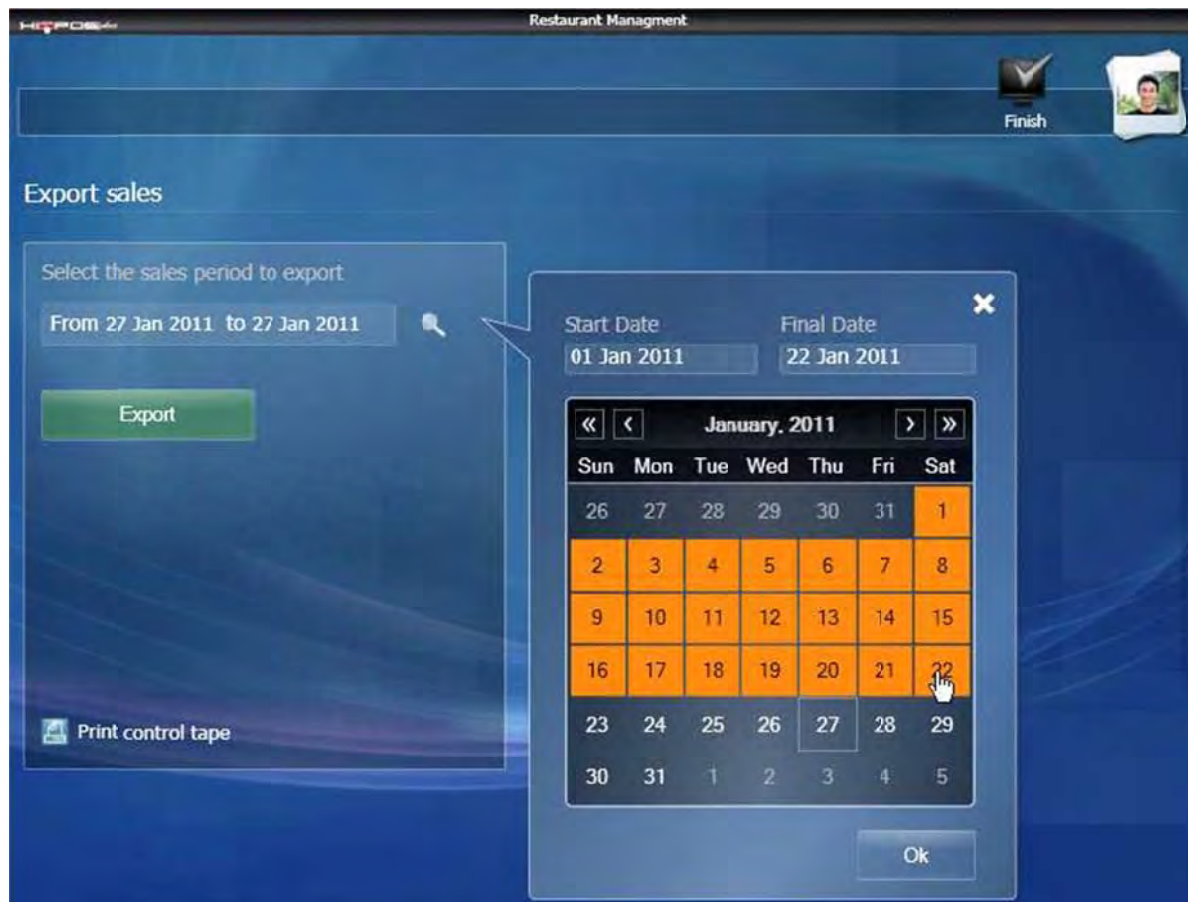
3.6 Export Sales



You can export your sales history from a predetermined period of time, for further analysis.

This data will be in an .xml format and can be easily opened in any spreadsheet program.

This data also can be imported into “administration software” such as QuickBooks.



Select the date range of the data to be exported.

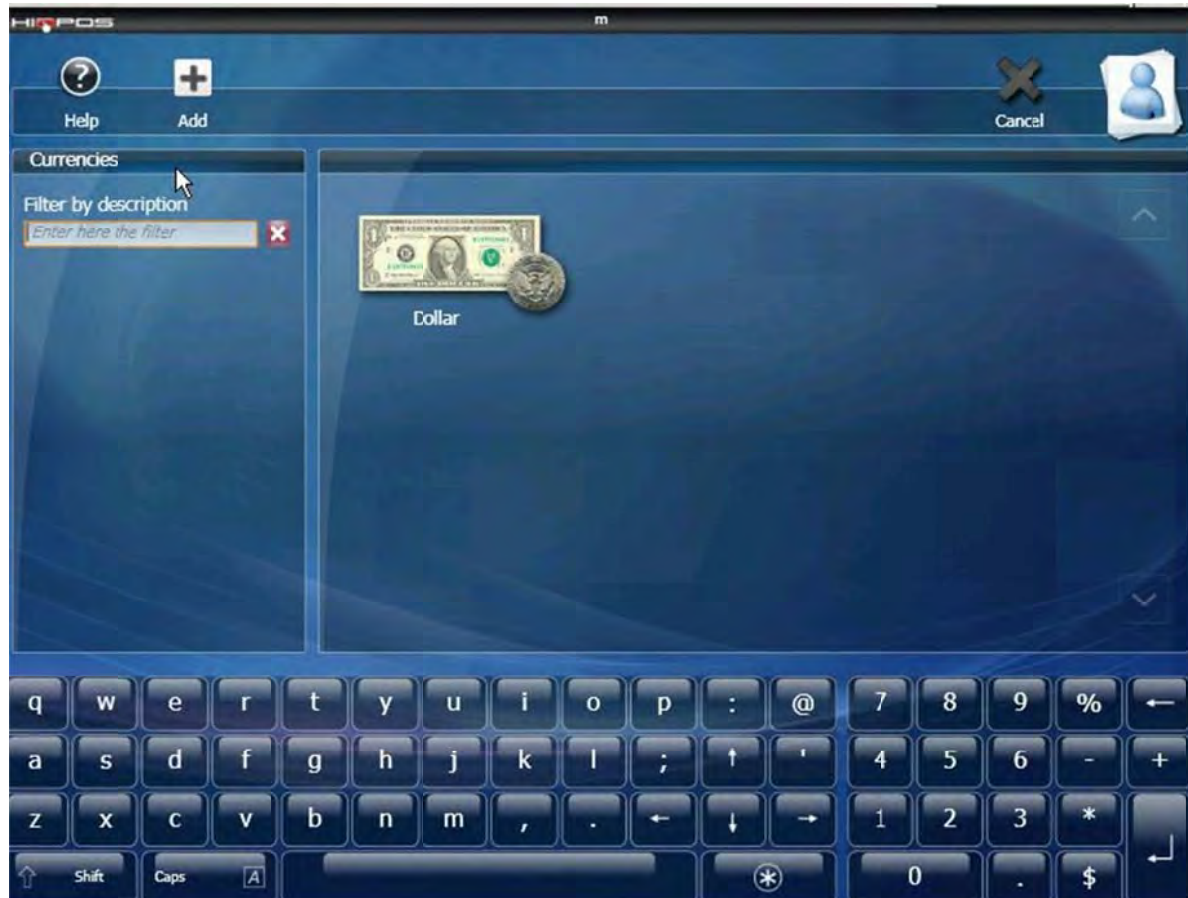
First date selected will signify your starting date and second date that you select will be your end date. The dates selected should be highlighted in orange. You can scroll between months by selecting "<" or ">" arrows adjacent to the month.

Select **Export**

Select **Finish** once you're done

Unplug your USB pen drive and store it in a safe place.

3.7 Currencies



You can add currencies that you will accept.

To add a different currency select **Add** and follow the instructions.

3.8 Taxes

The screenshot shows the 'Taxes Edition' window in the HioPOS Restaurant Management software. The window has a title bar with 'HioPOS' and 'Restaurant Management'. Below the title bar is a navigation bar with a 'Help' button (question mark icon) and a 'Finish' button (checkmark icon). The main area is titled 'Taxes Edition' and contains a tabbed interface. The 'Taxes Edition' tab is active, showing a list of taxes. The list has three columns: 'Tax Name', 'Percentage', and 'Edit/Delete'. The first two rows are 'Florida sales Tax' (6.000 %) and 'No Tax 0%' (0.000 %). There are four empty rows below. To the right of the list is a checkbox labeled 'Tax are included in the price?'. At the bottom of the screen is a virtual keyboard overlay with letters, numbers, and symbols.

Tax Name	Percentage	Edit/Delete
Florida sales Tax	6.000 %	[X] [Pencil]
No Tax 0%	0.000 %	[X] [Pencil]

To modify your state tax:

Select the percentage box and adjust the number.

To add a county or city tax on top of the state tax select "Pen symbol" next to the red x square button, and this will allow you to add a county and/or city tax to the state tax. This will be reflected in the tax report. To do this, follow the steps on the next page

To add a new tax simply select **Add Tax** and enter the new tax amount.



In the pop up window you can separate State tax, County tax and City tax.

When you select "Ok" your HioPOS will add the taxes and show you the total.

The tax report option in the statistics module will show you how much tax has being collected from each division.

3.8.1 Tax are included in the price?

Include tax in the price option and Take out option

The screenshot shows the 'Restaurant Management' window with a 'Taxes Edition' tab selected. The main question is 'Tax are included in the price?'. Below it, there are two options: 'Yes. The taxes are included in the price' and 'No. The taxes are not included in the price.' The 'No' option is selected with a checkmark. Below this, there is another question: 'For delivery have a special tax?'. It has two options: 'Yes' (selected with a checkmark) and 'No'.

In taxes by selecting "Tax are included in the price?" tab you can change your preview setup:

- Select "Yes, the taxes are included in the price" or "No, the taxes are not included in the price"
- This option will add a "Take out" button to the Payment Screen that will add a "Take out" message to the customer's ticket

Also you can add a special tax to a Take Out item by going to items configuration.

Note: Depending on the business type you choose, this option may not appear.

The screenshot shows the 'Add item' button and a table of item configurations. The table has columns for Price, Tax, Take Away, Barcode, EBT, and Modif. The first row shows a price of \$ 2.00, a tax of 6%, and a take away of 6%. The second row shows a price of \$ 2.00, a tax of 6%, and a take away of 6%.

	Price	Tax	Take Away	Barcode	EBT	Modif
	\$ 2.00	6%	6%		<input type="checkbox"/>	<input type="checkbox"/>
nt	\$ 2.00	6%	6%		<input type="checkbox"/>	<input type="checkbox"/>

3.9 Recommended tip



Tips percentages can be applied automatically when collecting a sale. Here you can choose to enable or disable this option.

3.10 Date and hour



You can change the date, and time.

3.11 Item



You can always add or delete families and items.

You can choose from the library or enter a new family name

You can also add or delete items to existing families.

In the items menu when you activate the kitchen printer, it will add the course menu to the sales page.

If the kitchen printer is activated and there is no kitchen printer, HioPOS *plus* will print the kitchen ticket on the HioPOS printer.

3.11.1 Family

Select the family that you want to add

The Family is the classification of items that are alike or can be grouped together for faster access

3.11.2 Items

Select the items that you want to add to the family

Remember scroll down to see all the items.

3.11.3 Change colors or add a picture to an item



Change the color of the families and items or you can add your own pictures, by selecting "Item screen configuration" tab at the top of the screen.



By Selecting "Assign colors" and select either the item or the family, you can change the color for the pallet on the right side.



By selecting "Assign images", you can either select images from the HioPOS *plus* database or directly from your digital camera.

Select "Pictures button" for HioPOS *plus* pictures

Select "Camara button" for digital camera



You can select pictures from your HioPOS *plus* database.



Selecting pictures from your digital camera:

Select the item that you want to add the picture to

Select the picture from the right menu

Image: Suat Eman/FreeDigitalPhotos.net



You can zoom in and out with your fingers

Rotate 90 degrees

Select **Ok** once you are satisfy with the picture.

Image: Suat Eman/FreeDigitalPhotos.net

3.12 Price list

Price List Sales price list

Filter Prices today 28 Apr 2010 Prices on day 29 Apr 2010

Select the date where the prices will be applied

Soft Drinks

Item	Prices today	Prices on day
Sprite	\$ 50.00	\$ 50.00
Coca Cola Zero	\$ 0.00	\$ 0.00
Pepsi Cola	\$ 2.00	\$ 2.00
Pepsi Diet	\$ 0.00	\$ 0.00
Coca Cola	\$ 0.00	\$ 0.00
Caffeine Free Diet MtDew	\$ 0.00	\$ 0.00

Calendar: April 2010. Date 29 is selected.

Numeric keypad: 7, 8, 9, %, ←, 4, 5, 6, -, +, 1, 2, 3, *, ↵, 0, ., \$, ↵.

Here you can configure your prices, item by item.

You can change your prices for a special day or special event.

After the time period has finished, HioPOS *plus* will go back to the previous prices.

3.13 Discount Reasons

Description	Percentage	Modifiable	Remarks input
Mall employees Discount	10	<input type="checkbox"/>	<input type="checkbox"/>

You can add, edit, or delete a discount reason that will appear with the discount button on the payment screen.

Check the modifiable box if you want to let the user modify the percentage.

Check the Remarks input box if you want the user to write a comment after providing the discount.

3.14 Return Reason

Help Finish

Return reasons

+ Add return reason

Description

Broken

Manufacturer defect

q w e r t y u i o p : @ 7 8 9 % ←

a s d f g h j k l ; ' 4 5 6 - +

z x c v b n m , . ← ↓ → 1 2 3 * ↵

↑ Shift Caps A * 0 . \$ ↵

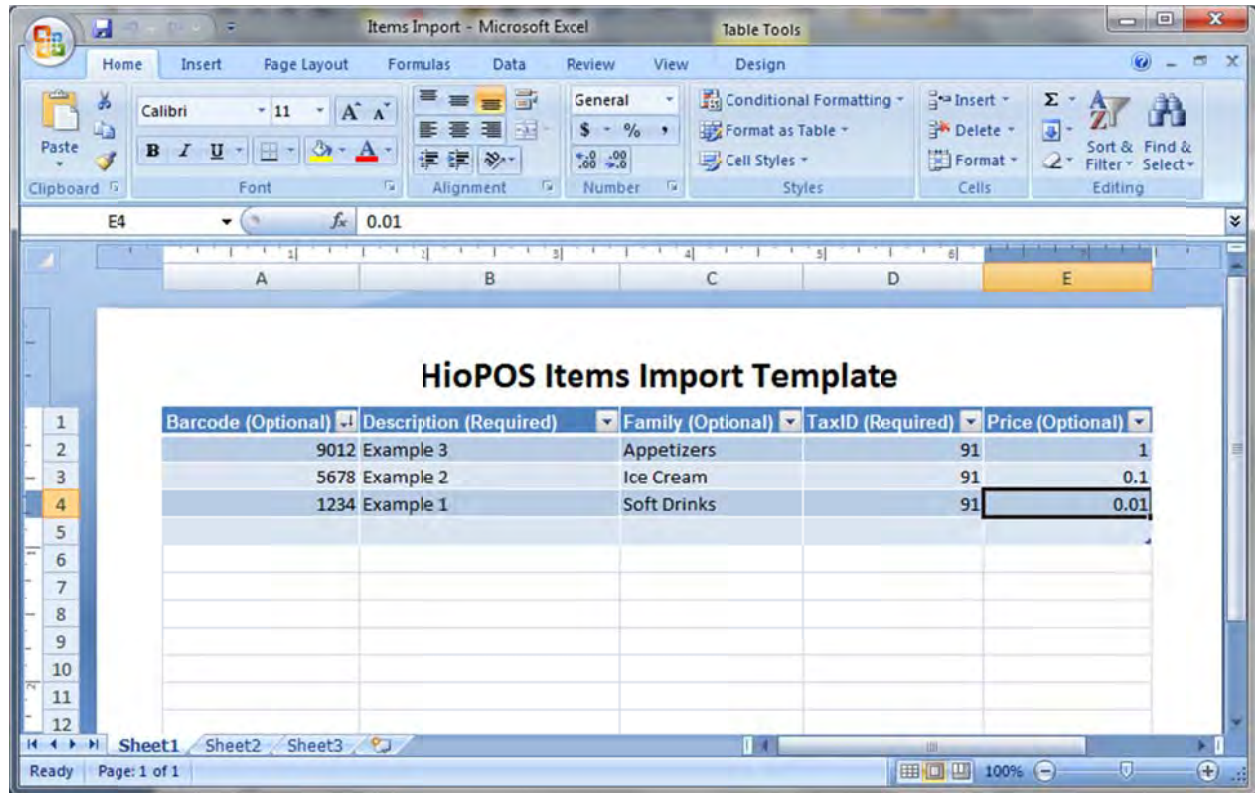
You can add, edit or delete return reasons.

3.15 Items Import

1. Open the Microsoft Excel file "Items Import" in a personal computer.

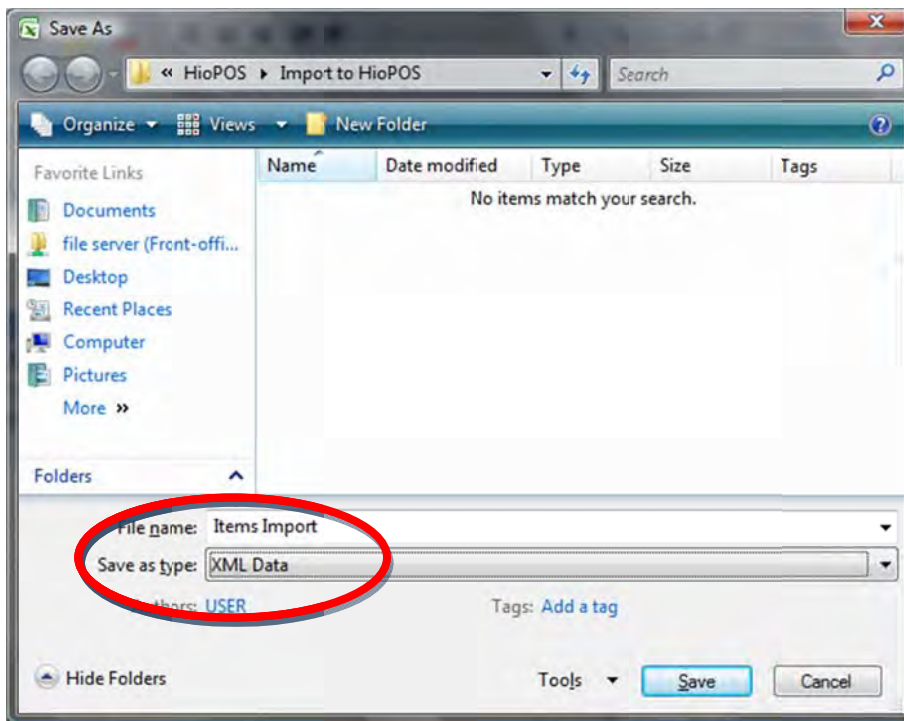
Note: Please contact Technical support to get the "Items Import" file send to you.

2. Enter all the items, all fields are required to have information. If any field is left blank HioPOS will not import the item.



Note: If a required cell is left blank HioPOS plus will not be able to import the file.

3. Enter in the Tax ID column for items to be taxed (corresponding state tax code) and items that will not be taxed 113 (remember this fields cannot be left empty)
4. For a list of State's TaxID go to the attached table on page 135
5. Once all the items are entered into the Microsoft Excel spreadsheet, "Save as" this document as a ".XML Data" file.



6. Save the ".xml Data" document in a USB pen drive and plug it into your HioPOS.
7. In the HioPOS Select **Items Import** from the "configuration" menu.

WARNING:

HIOPOS WILL FAIL TO IMPORT THE FILE IF IT IS NOT IN ".XML DATA" FILE FORMAT.

NOTE: SCREENSHOTS ARE MADE IN MICROSOFT EXCEL 2007 SPREADSHEET. SCREENSHOTS MAY VARY IF ANOTHER SPREADSHEET IS USE.

State's TaxID Table

113	Alabama	No Tax 0%	0
55	Alaska	Alaska sales Tax	5
56	Arizona	Arizona sales Tax	6
57	Arkansas	Arkansas sales Tax	6
58	California	California sales Tax	8.25
59	Colorado	Colorado sales Tax	2.9
60	Connecticut	Connecticut sales Tax	6
61	Delaware	Delaware sales Tax	0
112	Dist. of Columbia	Dist. of Columbia Sales Tax	5.75
62	Florida	Florida sales Tax	6
63	Georgia	Georgia sales Tax	4
64	Hawaii	Hawaii sales Tax	4
65	Idaho	Idaho sales Tax	6
66	Illinois	Illinois sales Tax	6.25
104	Illinois	Illinois food Tax	1
67	Indiana	Indiana sales Tax	7
68	Iowa	Iowa sales Tax	6
69	Kansas	Kansas sales Tax	5.3
70	Kentucky	Kentucky sales Tax	6
71	Louisiana	Louisiana sales Tax	4
72	Maine	Maine sales Tax	5
73	Maryland	Maryland sales Tax	6
74	Massachusetts	Massachusetts sales Tax	6.25
75	Michigan	Michigan sales Tax	6
76	Minnesota	Minnesota sales Tax	6.875
77	Mississippi	Mississippi sales Tax	7
78	Missouri	Missouri sales Tax	4.225
105	Missouri	Missouri food Tax	1.225
79	Montana	Montana sales Tax	0
80	Nebraska	Nebraska sales Tax	5.5
81	Nevada	Nevada sales Tax	8.1
82	New Hampshire	New Hampshire sales Tax	0
83	New Jersey	New Jersey sales Tax	7
84	New Mexico	New Mexico sales Tax	5
85	New York	New York sales Tax	4
86	North Carolina	North Carolina sales Tax	5.5
87	North Dakota	North Dakota sales Tax	5
88	Ohio	Ohio sales Tax	5.5
89	Oklahoma	Oklahoma sales Tax	4.5
90	Oregon	Oregon sales Tax	0
91	Pennsylvania	Pennsylvania sales Tax	6
92	Rhode Island	Rhode Island sales Tax	7
93	South Carolina	South Carolina sales Tax	6

106	South Carolina	South Carolina food Tax	3
94	South Dakota	South Dakota sales Tax	4
95	Tennessee	Tennessee sales Tax	7
107	Tennessee	Tennessee food Tax	6
96	Texas	Texas sales Tax	6.25
97	Utah	Utah sales Tax	4.75
108	Utah	Utah food Tax	2.75
98	Vermont	Vermont sales Tax	6
99	Virginia	Virginia sales Tax	5
109	Virginia	Virginia food Tax	2.5
100	Washington	Washington sales Tax	6.5
101	West Virginia	West Virginia sales Tax	6
110	West Virginia	West Virginia food Tax	5
102	Wisconsin	Wisconsin sales Tax	5
103	Wyoming	Wyoming sales Tax	4
113	No Tax 0%	No Tax 0%	0

3.16 HiOrder



You can configure one or more HiOrder devices to communicate with the HioPOS *plus*.

HiOrder is a PDA POS that connects to the HioPOS *plus* for order taking next to the table.

Please refer to the HiOrder manual.

3.17 HioScreen

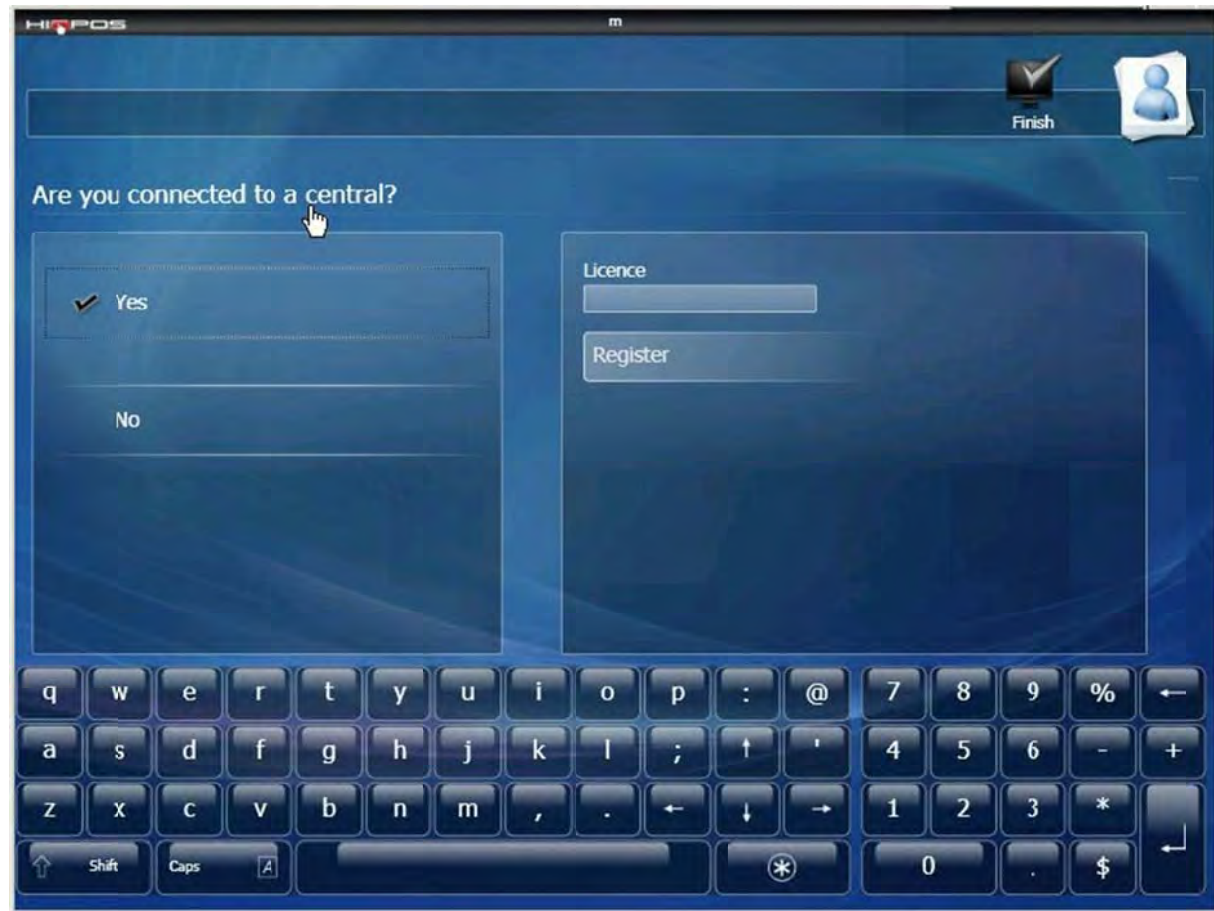


You can configure one or two HiOScreens to communicate with the HioPOS *plus*.

HiOScreens is a kitchen display for restaurant that will require faster serving times than with a kitchen printer.

Please refer to the HioScreen manual.

3.18 Connection to HiOffice



You can configure the connection to the HiOffice software.

HiOffice is a data centralization software to help HioPOS *plus* applications in franchises with more than one location. HiOffice should not be confused with a Back Office Software.

Please refer to the HiOffice manual.

Ch 4: Multiple HioPOS *plus* configuration

BEFORE NETWORKING HIOPOS DEVICES YOU SHOULD CONSIDER ONE OF THE TWO OPTIONS:

Two or more HioPOS *plus* sharing the same data base: (Master, Slaves configuration)

Pros and Cons:

- Once it's running; any addition, deletion or change in price on an item will be automatically updated into the slave(s) HioPOS.
- Report and statistics data will be centralized in the master HioPOS.
- If the master HioPOS crashes, needs repair or any other cause that will not let the terminal work properly; the slave(s) machines will not work until the master HioPOS is running properly.
- If any of the slave(s) HioPOS has problems this will not affect the functionality of the remaining terminals.
- The number of HioPOS *plus* connected together in the same locations is limited to up to 3.

The master will be the data base source. This machine should be the most protected one from accidents and should be the one with less use.

Do a complete initial setup (Ch 1 from this manual) on the Master HioPOS *plus*. After finishing with the training mode and being acquainted with your HioPOS *plus*, connect a network cable from the slave HioPOS to the same router that the master is connected. (This will make the master HioPOS visible on the slave HioPOS)

To connect the Slave HioPOS *plus* please follow the procedures in page 143

Two or more HioPOS *plus* NOT sharing the same data base: (Stand alone configuration)

Pros and Cons:

- Any changes in items, families, configuration must be done on each terminal.
- All reports and Statistics will be done individually on each machine. The information will not be shared between machines
- If a machine crashes, needs repair or any other cause that will not let the terminal work properly; the rest of the terminals continue to properly function.
- No limits in the number of HioPOS *plus* devices installed in a location.

Do a complete initial setup (Ch 1 from this manual) on one HioPOS *plus*. After finishing with the training mode, adding all the items, families, users and being acquainted with your HioPOS *plus*, connect all other HioPOS *plus* terminals and perform a backup restore.

Please follow the instructions on page 146

4.1 Master, Slave Configuration

After installing and configuring the entire initial setup in the Master HioPOS *plus*, go to the slave HioPOS *plus* and do the following:



Select **Connect to other terminals**

4.1.1 Select the main terminal

The master should be visible in the digital plane.

Please select it and then select **Connect with existing database**

If the master does not appear on the digital plane you can manually enter the connection by:

Enter the IP address of the main terminal.

Enter the User: **HLogin** (It is case sensitive)

Enter the following password: **HiOPos.key01** (it is case sensitive)

Then select **Connect with existing database**



The Wizard will guide you thru the initial setup from the Devices step while automatically populating several steps of the configuration such as: Company information, Users, etc.

For reference please see the initial setup section of this manual.

Repeat all this steps with each slave until your complete HioPOS system is done.

4.2 Stand alone configuration

After performing the entire initial setup in one HioPOS *plus* do the following:



Perform a backup using a USB memory device on the already configured HioPOS *plus*.

Manually configure the next machine by connecting a network cable from the terminal to the router for internet access. If applicable connect the cash drawer cable or any other peripheral accessory.

From the initial setup screen select **Restore Previous Backup** and connect the USB Memory device from the first machine backup. (This will download the initial setup from the first machine: users, items, families, etc. into the second machine.)

Do this for every additional terminal one by one.

Once the backup restore is done call Technical support to setup the US Payment device for correct Credit Card transaction account.

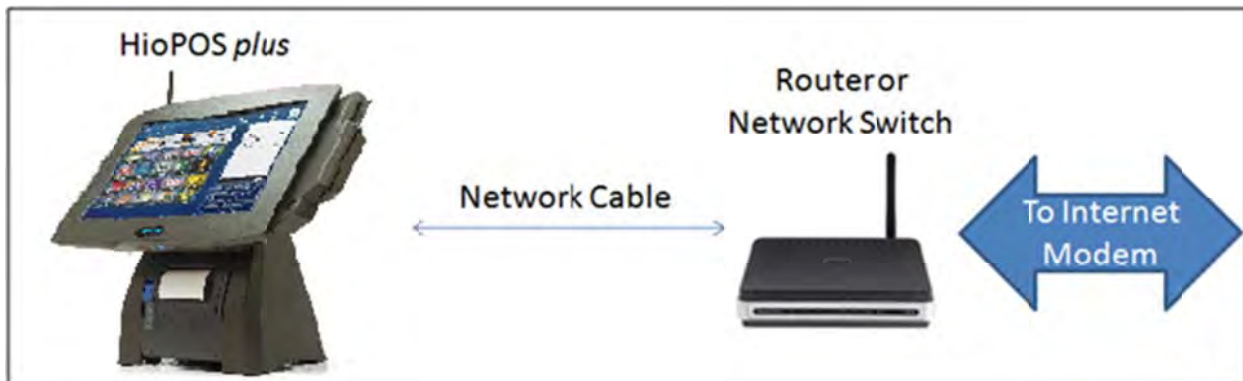
WARNING:

YOU CAN DO THIS ONLY ONCE AT THE BEGINNING FOR EACH TERMINAL. DO NOT REPEAT EVER AGAIN THIS PROCEDURE.

YOU MUST CONTACT TECHNICAL SUPPORT BEFORE START USING YOU HIOPOS SYSTEM FOR A FINAL STEP IN THE USPAYMENT DEVICE.

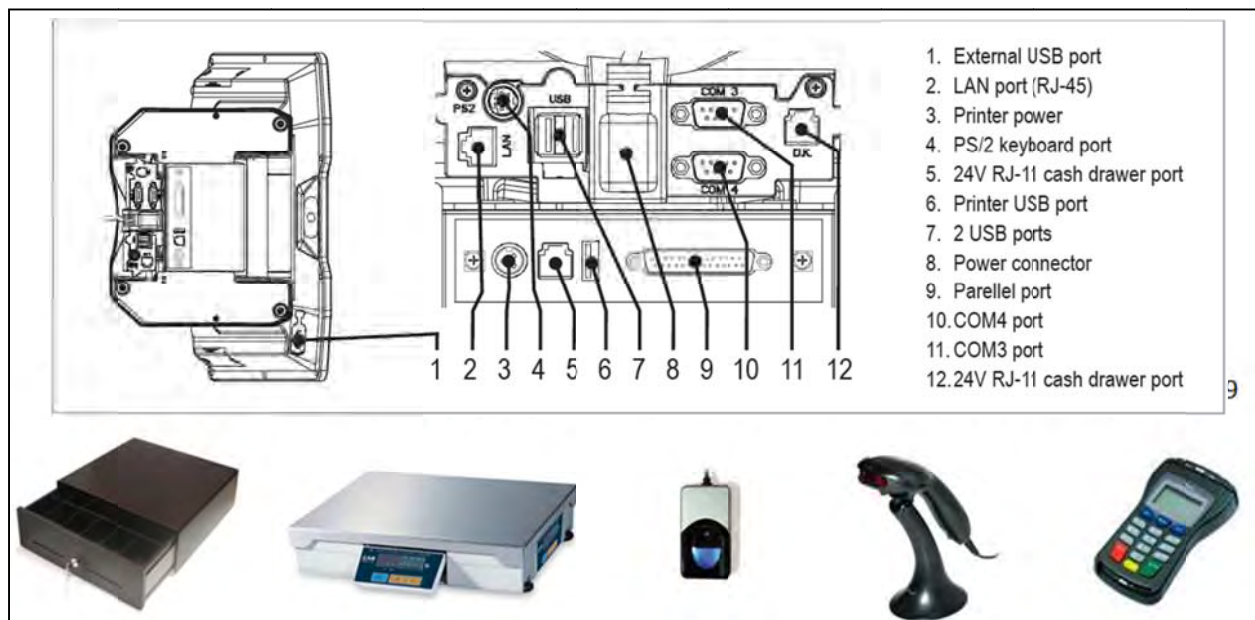
Ch 5: HioPOS *plus* Connection Diagrams

5.1 Stand Alone Installation

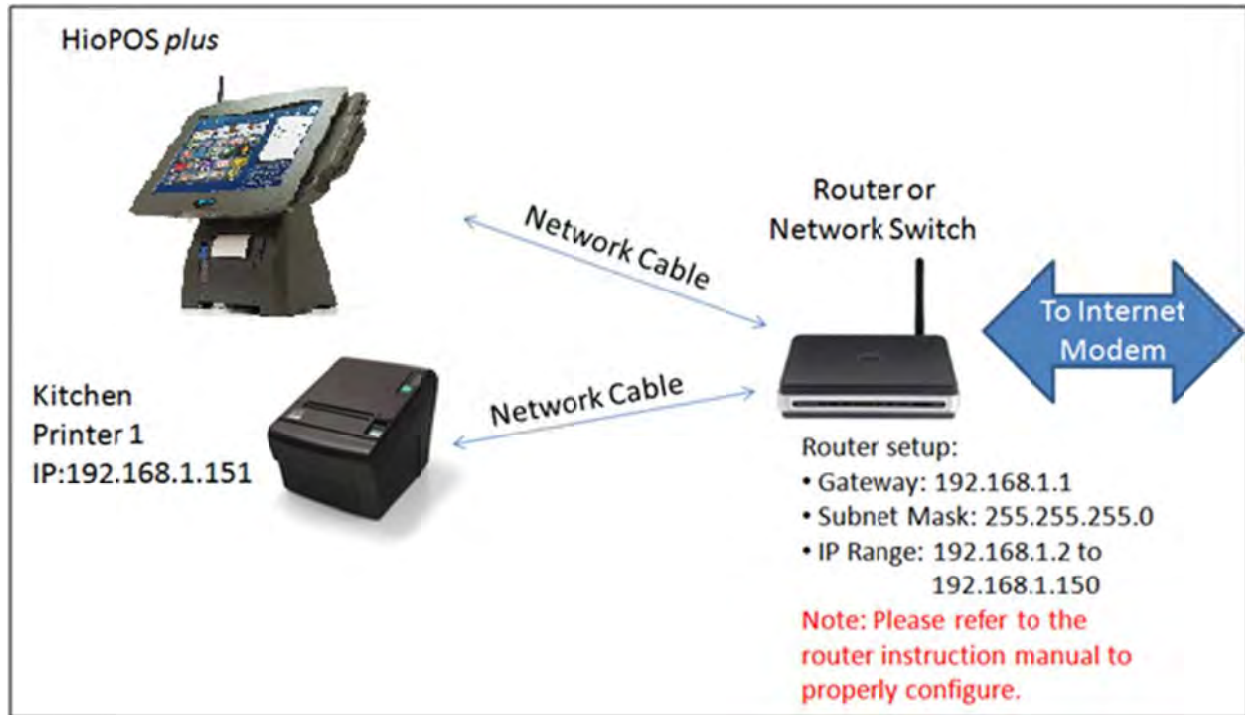


Note: The preferred method to connect a HioPOS to a network is with a network cable.

5.2 Accessories Connection

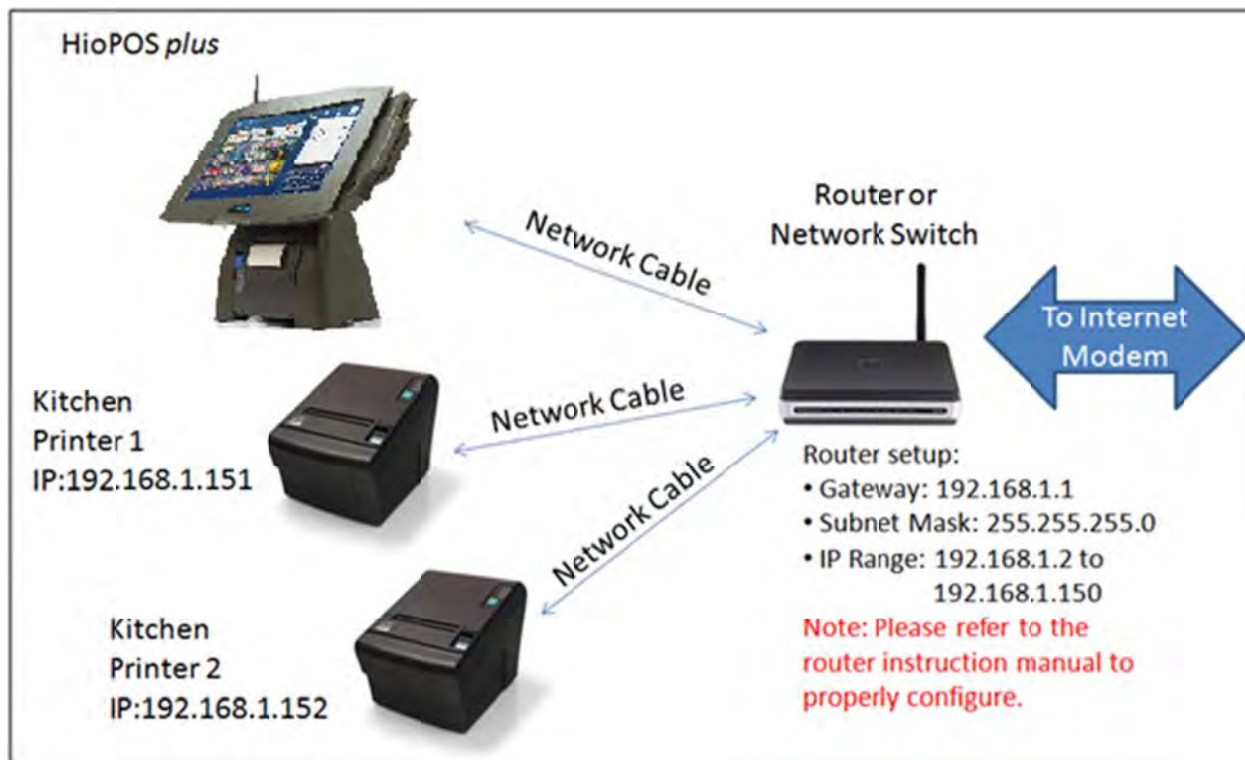


5.3 Stand Alone with one Remote Printer



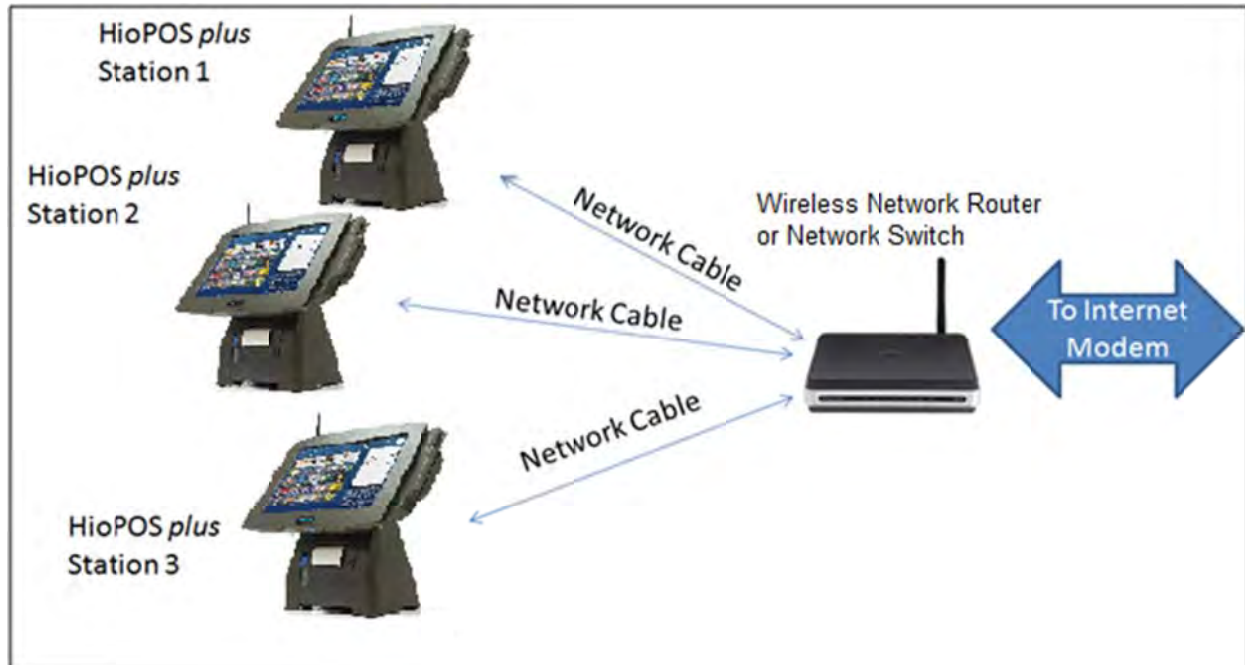
Note: The preferred method to connect a HioPOS to a network is with a network cable.

5.4 Stand Alone with two Remote Printers



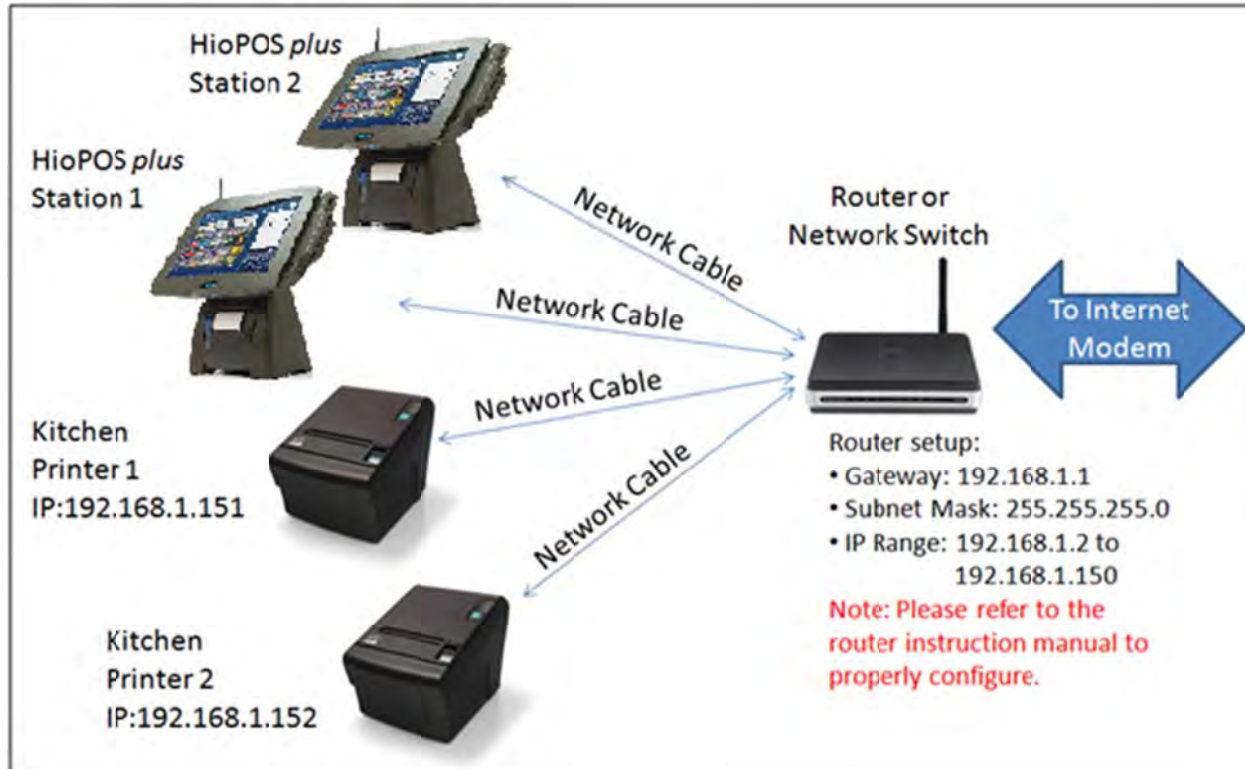
Note: The preferred method to connect a HioPOS to a network is with a network cable.

5.5 Multiple HioPOS plus



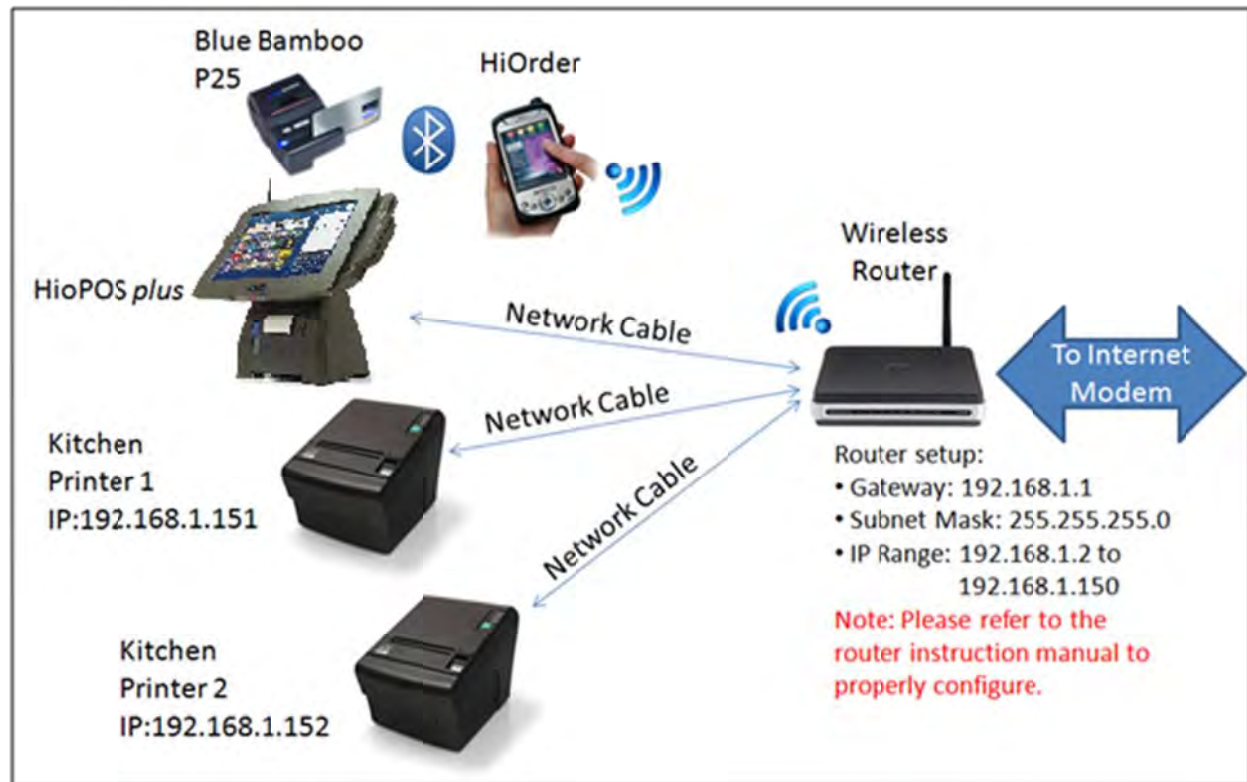
Note: The preferred method to connect a HioPOS to a network is with a network cable.

5.6 Multiple HioPOS plus with Remote Printer(s)



Note: The preferred method to connect a HioPOS to a network is with a network cable.

5.7 HioPOS plus with HiOrder



Note: The preferred method to connect a HioPOS to a network is with a network cable.

EULA

6.1 End User License Agreement for HioPOS *plus*

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Should you have any questions concerning this EULA, or if you desire to contact RedFin Network for any reason, please write: RedFin Network, 1500 W. Cypress Creek Rd, Suite 411 Ft. Lauderdale, FL 33309.